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# Remote Access™

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# About Remote Access

## Introduction

The Remote Access™ program from Digital Monitoring Products, Inc. is the software that will transform the way in which you manage your subscriber accounts. Its easy to use Microsoft® Windows™ interface, combined with the power of complete panel programming, signal processing, and fast downloading, will save you hours of on-site installation and service time. We're confident you'll be impressed by its capability and by its simplicity.

## Remote Access and Remote Access +

There are two versions of the Remote Access program.

**Remote Access** - allows remote programming of DMP Command Processor™ panels. This version also allows limited monitoring of system events but does not store that information for future retrieval.

**Remote Access + (plus)** - provides the full remote programming capability of Remote Access and additionally allows you to monitor the alarm and system reports transmitted by your subscriber's DMP panels.

## About this guide

*If you are unable to access an operation described in this guide, verify you have the correct authority level and the appropriate version software.*

Chapter 1, Getting Started, gives you a general introduction to Remote Access and then takes you through the necessary hardware setup and software installation. An additional section shows you how to log onto Remote Access and configure the program on your computer.

Chapters 5 through 11 detail the specific menu options found in the File, System, Panel, Program, Command, Inquiry, and Help menus. Each of the menu chapters first lists the menu options with a brief description of their use followed by a "When to use" statement. This is intended to let you determine as quickly as possible whether this chapter contains the information you're seeking.

### Remote Programming

Chapter 12 provides you with details on performing specific tasks associated with the remote programming of panels.

## Special note



Throughout this guide only the name Remote Access is used when referring to functions common to both program versions. When referring to any of the additional functions found in Remote Access +, that product name is used and/or a Remote Access + logo is placed in the left margin. See example at left.

## How to find your information on the page

At the beginning of each menu chapter , there is a screen image of what the menu looks like when pulled down. Below that are bullet list descriptions of the various **Menu Options** within that menu. These can help you determine whether you're looking in the right chapter . **When to use** is a general description of what the menu and its options are used for .

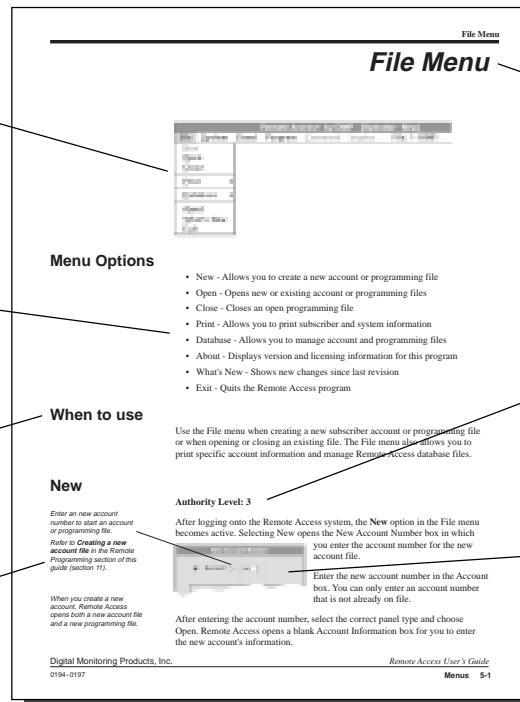
After this introductory information, each of the individual menu options are described in order of their appearance in the menu.

Actual screen images from the Remote Access program at the beginning of each chapter show you the various options contained in the menu.

Each menu option is described in a short bullet to help you easily locate the information you need.

The **When to use** section gives you a summary of what the options in this menu allow you to do.

Callouts in the margins give you descriptions of screen elements or concise versions of helpful information found elsewhere in the guide.



The chapter heading helps you locate the chapter you're looking for when going through the pages.

The authority level shows you at a glance the level required to access this menu option.

Screen images are used throughout the user's guide to highlight and help explain specific features or options of the program.

## Recommended documentation

Before using Remote Access, you should read and be familiar with the following documents:

- **Remote Access User's Guide** - This guide is the basic installation and operation instruction book for the Remote Access program. The Remote Access User's Guide takes you from the Hardware Setup through a description of each program menu item and its function.
- **Command Processor Programming Guides** - There is a programming guide for each DMP Command Processor panel that fully details the various programming options available. For a complete list of guides, or to order a guide, call DMP Customer Service at 1-800-641-4282 or contact your regional DMP Sales Representative.

## Using Microsoft Windows

This guide assumes you are familiar with the Microsoft Windows program and how it operates. If you have not used Windows before, or would like to refresh your skills, we recommend you read through the *Microsoft Windows User's Guide* included along with the Microsoft Windows program. The Windows program also contains an excellent on-line tutorial that easily teaches you how to use the various menus, boxes, and utilities to make your use of Remote Access more productive.

# Hardware Setup

## Description

There are two main components required to operate the Remote Access program, an IBM compatible 486 or higher computer and a DMP SCS-1 Receiver or SCS-105 Single Line Receiver .

The SCS-1 Receiver consists of the receiver and main processor board, monochrome SCS-CRT display , keyboard, and activity printer . The SCS-105 is a single line receiver that connects the Remote Access computer to an incoming phone line and allows remote connection to DMP Command Processor™ panels.

## SCS-1 Firmware Requirements

The SCS-1 Receiver must contain firmware revision level 801 or higher . If your receiver firmware level is less than 801, contact DMP for an SCS-1 Firmware Update kit.

If you're not sure which revision level your receiver is currently running, follow the steps below:

1. Open the front of the receiver by turning the four quick disconnect screws counterclockwise.
2. Remove the plexiglass cover and press the Processor Restart button on the far left side of the SCS-120 Power Supply board.

The receiver restarts and displays its firmware revision level on the CRT for about three seconds before returning to the Operator Sign On screen.

## SCS-105 Firmware Requirements

The SCS-105 Receiver must contain firmware revision level 204 or higher . If your SCS-105 firmware level is less than 204, contact DMP for an SCS-105 Firmware Update kit.

If you're not sure which revision level your SCS-105 is currently running, follow the steps below:

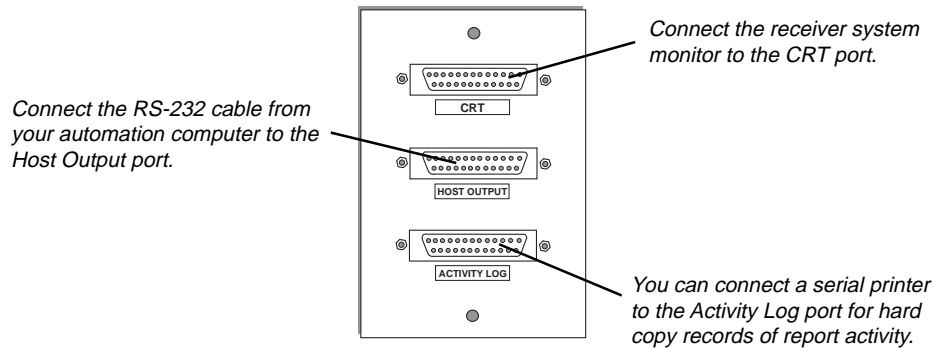
1. Remove power from the SCS-105 and disconnect all cables.
2. Open the front of the SCS-105 by removing the two machine screws.
3. Gently tilt the SCS-105 face down and hold the processor board as it slides out.

The SCS-105 firmware chip is located about two inches above the internal speaker . On top of the chip is a label with the firmware revision number .

# SCS-1 Receiver Hardware

## Receiver output ports

On the back of the SCS-1 Receiver there are three DB-25 output ports used to connect the receiver with Remote Access or a host computer, a CRT, and a local printer. See below:



## CRT port

This port is where you connect the monochrome monitor (SCS-CRT) shipped with the receiver to review account activity as it's being received. The SCS-1 Receiver system keyboard connects into the back of the monitor and allows you to set up the SCS-1 for proper operation.

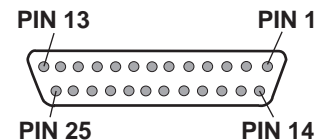
## Host Output port

The Host Output port is a standard RS-232 connection that operates at either 1200 or 9600 baud, eight bits per character, no parity, and two stop bits.

The specific Host Output port pinouts are listed below:

- Pin 1 Shield ground
- Pin 2 Receive data
- Pin 3 Transmit data
- Pin 7 Signal ground

Host Connector



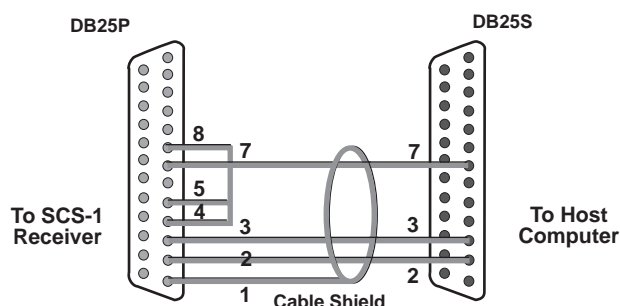
## Activity Log port

This port allows you to connect the Okidata 184T serial printer (SCS-PTR) to the SCS-1 Receiver and maintain a printed record of all account activity.

## Host cable specification

The SCS-204 Host Cable allows you to connect the Host Output port on the back of the SCS-1 Receiver to the serial port on the Remote Access computer or host automation computer. The Host Cable can be purchased separately from DMP. Refer to the diagram below for Host Output port pinout descriptions.

**Caution:** Do not disconnect the Host Cable while the SCS-105 modem is powered. Doing so can cause damage to the modem.



When using the SCS-105, connect the cable shipped with the modem to the computer's serial port. See *System Menu/Configuration*.

## Host Communication Specification

During communication between the host computer and the SCS-1, Remote Access responds with an ACKNOWLEDGE (ACK) character to each signal it receives. If the Remote Access program cannot interpret the signal from the receiver, it responds with a NOT ACKNOWLEDGE (NAK) character. The receiver then displays a Host Failure message on its CRT display and reverts to requiring a manual acknowledge from the operator's receiver keyboard.

The communication failure is also logged on the Activity Log printer. The receiver's change to manual operation is referred to as the Host Failure Mode.

**Note:** The SCS-105 Receiver is unable to display a Host Failure and should not be used as a primary receiver.

## Host Failure Mode

While in the Host Failure Mode, the SCS-1 Receiver continues to send its messages to the host computer. **Only alarm messages are displayed on the receiver CRT.** All other messages are printed on the local printer only.

Alarm messages are sent only once and, if not accepted by the host computer, remain on the receiver CRT to be acknowledged by an operator.

If there is another message pending when the operator acknowledges a message, it is removed from the CRT display allowing the next message to be displayed. This process of allowing manual acknowledgment helps prevent a memory backlog from occurring in the SCS-1 during a Host Failure.

### Additional Host Failure causes

Another cause of the Host Failure Mode occurs when the SCS-1 Receiver does not receive *any* response to its communication from the Remote Access program. When the receiver first sends a message to the host computer, it waits five seconds for a response. If there is no response, it again sends the message. The receiver makes a total of five attempts to send its message to the host computer after which it reverts to the Host Failure Mode. This Host Failure is also logged on the Activity Log printer.

To verify the Remote Access program is continuing to operate during low activity hours, the SCS-1 sends an SCS-1 Test Signal (S99) every minute. If it receives a NOT ACKNOWLEDGE or no response from the host computer, it enters the Host Failure Mode. This Host Failure is logged on the Activity Log printer.

### Enter SCS-1 activity

During a Host Failure Mode, you can manually enter account activity directly into the Remote Access system by using the Alt+F10 command from the Remote Access computer keyboard.

This can help maintain the account activity on record until communication between the Remote Access program and the SCS-1 Receiver can be restored. When communication is fully restored, acknowledgment capability of alarm system reports returns to the Remote Access program. Both the Host Failure and Host Restore events are logged on the Activity Log printer.

### Remote Access printer output

In addition to the printer connected to the SCS-1 receiver, you can also have a parallel printer connected to the Remote Access computer. This is referred to as the Remote Access Report Printer.

The Report Printer connects to the first parallel port (LPT1) on the host computer and is used by Remote Access to print all reports for the various system programs. Refer to the Print Manager section of the *Microsoft Windows User's Guide*.

Remote Access does not provide the parallel printer or printer cable.

### Host computer startup

The Remote Access program requires DOS version 5.0 or higher, Microsoft Windows version 3.1 or higher, and at least 4MB of RAM on the host computer to operate properly.

# Software Installation

## Getting Started

Installing the Remote Access software is relatively simple and should only take about 10 minutes for most installations. Before you begin please take a moment and read through this chapter . It's important that you are familiar with the system requirements of Remote Access and the procedure for properly loading it into your computer .

If you're not familiar with loading programs through Windows, refer to the *Microsoft Windows User's Guide* for detailed instructions.

## What's required

Before installing Remote Access, make sure your computer meets the following basic requirements:

- IBM compatible with a 486 or greater CPU, up to 20MB of available hard drive space, and a 1.44MB 3.5" floppy disk drive
- A minimum of 4MB of RAM (8MB recommended)
- At least one Com port, two for pass-through
- A Video Graphics Adaptor (VGA) or better monitor
- Microsoft Windows version 3.1 or Windows 95
- A mouse

## What's included in the Remote Access package

Your Remote Access package contains the following items:

- Two 3.5" floppy disks
- A Remote Access User's Guide (L T-0194)

## Install the program from the disks provided

Install the Remote Access program onto your computer directly from the original disks. After installing the program, we recommend you store the disks in a secure, dry place.

Important!

If you're installing the Remote Access program onto a computer where the DMP Security Information Management System (SIMS) is installed, you must make sure the SIMS programming and account files are located in the C:\SIMS directory . Failure to do this may result in incomplete conversions of the SIMS database files.

## Modifying your Autoexec.bat file

1



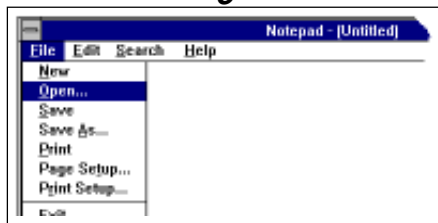
Click on the **File** menu and select **Run**.

2



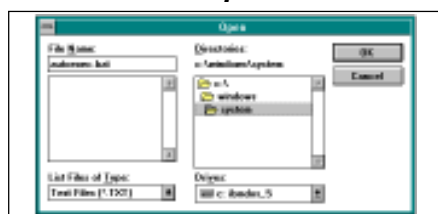
In the **Run** box, type **c:\windows\notepad.exe**

3



Click on the **File** menu and select **Open**.

4



In the **File Name** box, type **c:\autoexec.bat** and press **Enter**.

When installing Remote Access onto your computer, you must make some slight modifications to your **autoexec.bat** file. These modifications consist of using the Windows Notepad to add the Share program to your autoexec file and set the files and locks to levels required by Remote Access.

### How to do it

Turn on your computer and start the Windows program (your system may start Windows automatically). If your computer is already running, quit any open applications and return to the Windows Program Manager.

Follow the instructions below:

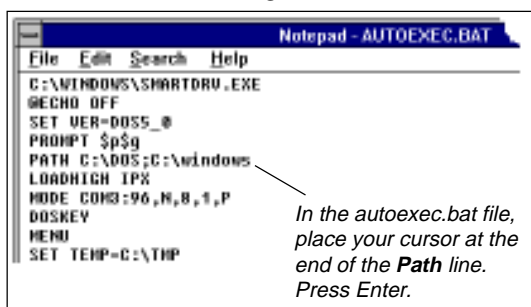
(The diagrams on this page follow the sequence of steps detailed below.)

1. From the File menu in the Windows Program Manager, select Run. The Run dialog box appears.
2. Type in the following: **c:\windows\notepad.exe** and press Enter. (You can also just double-click on the Notepad icon from the Windows Program Manager.)
3. In Notepad, click on the File menu and then on the Open option. (Alt+F,O) This brings up the Open dialog box. (Before making changes to the autoexec.bat file, you should make a duplicate and name it autoexec.old. This allows you to restore the file if necessary.)
4. In the File Name text box, type in **c:\autoexec.bat** and press Enter. Notepad will open a copy of your computer's autoexec.bat file in which you can make the necessary changes.
5. Position your cursor at the far right end of the line that starts with the word "PATH" and press Enter. There should now be a space between the PATH line and the next line of text.
6. Place your cursor to the left in the blank space and type in the following:  
**C:\dos\share.exe /L:750 /F:8000**
7. From the Notepad File menu select Save. This saves the modified autoexec.bat file to your computer.

Quit Notepad and return to the Windows Program Manager.

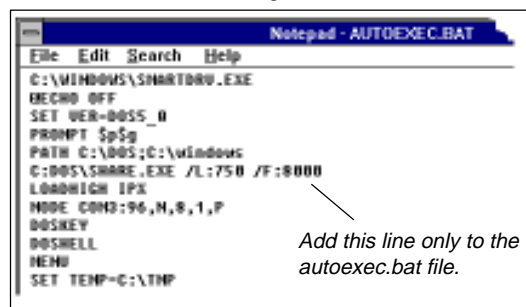
**Note:** You must restart your computer for the changes to take effect.

5



In the **autoexec.bat** file, place your cursor at the end of the **Path** line. Press Enter.

6



Add this line only to the **autoexec.bat** file.



## Loading Remote Access onto your computer's hard drive

Once back at the Program Manager, you're ready to install the Remote Access program.

Follow the instructions below:

1. Insert the Remote Access disk #1 into the computer's 3.5" drive. On most computers, this is drive "a".
2. From the Windows Program Manager File menu, select Run. The Run dialog box appears.
3. Click once on the Run option.
4. Type "a:setup" and choose OK.

If you inserted the Remote Access disk into another drive besides "a", use its letter designation in place of the "a" in the example given above.

The install program on the Remote Access disks automatically loads the program and program icon onto your computer's hard drive under a separate group icon.

Follow the on-screen instructions for additional installation information.

## Starting the program

Once Remote Access is installed, you can start the program from the Windows Program Manager by double-clicking its icon.

*Double-click on the Remote Access icon to start the program.*



As the program loads, it displays a start-up screen followed by the Remote Access application window. This window contains the menu bar with the program's menu titles shown. The Program, Command, and Inquiry menus are grayed out until you open a file or connect with a panel.

Chapters 5 to 11 in this guide detail the operation and use of each menu item option in the Remote Access program.

## Remote Access System Status



This option is available in the Remote Access + version only. When the Remote Access+ program starts, the Remote Access System Status box is displayed on screen. This status box provides you with important information about your system and any account information currently in the Alarm List.

The next page contains descriptions of the various fields on the status box.

## System Status Box fields

**Unacknowledged Alarms:** The number of alarm, trouble, and restoral reports received but not acknowledged by an operator .

**Acknowledged Alarms:** The number of alarm, trouble, and restoral reports in the Alarm List that have been Acknowledged by an operator .

**Disabled Alarms:** The number of alarm, trouble, and restoral reports in the Alarm List that have been Disabled by an operator . See Alarm List in section 6. The System Status box only shows a count of one for each report regardless of how many times it's received. To see the actual repeat count, use the Disabled - F4 option while in the Alarm List.



**Non-Restored Alarms:** The number of alarm and trouble reports that have been received but that have not been followed by a restoral report.

**Receiver Status:** The current status of the Remote Access program's connection to the SCS-1 Receiver or SCS-105 Modem.

**OK** - Remote Access is receiving an S99 message from the receiver at least once each minute to verify its communication link.

**Fail** - A loss of Host Cable connection or other communication failure has occurred.

— (dash) - The Com port assignment in System/Configure/Remote Access/Receiver 1 has been set to **None**.

**Host Status:** This shows the current status of the Remote Access program's connection with a Host automation computer .

**OK** - Remote Access is able to verify communication with the Host computer .

**Fail** - There have been at least five non-acknowledgments of a message passed through to the Host computer .

— (dash) - The Com port assignment and Pass Through options in System/Configure/Remote Access/ have not been selected.

**Stay On Top** - When this box is checked, the system status box remains visible on screen regardless of whether Remote Access or another program is currently the active program.

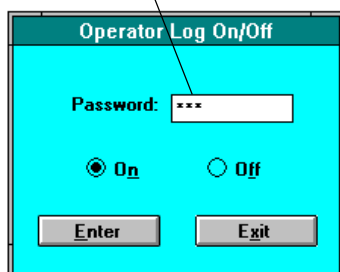
If you uncheck the Stay On Top box and then click outside of it, the status box falls back behind the active application. To retrieve the status box, use the Alt + Tab keys until you see the display RA\_ST AT.

The system status box is only visible when Remote Access is running.

The date and time displayed in the status box are taken from the Windows program.

# Logging On

Passwords appear as asterisks when typed in.



## Introduction

Before you can use the Remote Access program, you must log on with a valid password. When first installed, the default password to log on is "New". To log on, follow the steps below:

1. From the System menu, select Log On/Off (or press F11).
2. With the cursor flashing in the Password box, type in your password (or type **New** if you have just installed Remote Access). As you type in the password, Remote Access displays asterisks in place of the typed characters to prevent others from seeing your password. Press Enter.
3. A Log On box confirms a successful log on. Choose Enter to continue.

## Configuring Remote Access

After logging into Remote Access for the first time, you must configure the program to operate with the SCS-1 Receiver or SCS-105 SDLC Single Line Receiver connected to the Remote Access computer. From the System menu, select Configure/Remote Access.

### Remote Access Configuration

On this screen you'll see a palette with four index tabs. Select the individual tabs for Remote Access, Receiver 1, Host, and Defaults and make the appropriate selections to configure your system. Refer to section 6, System Menu, for descriptions of each of the options.

Once you've configured the system, copy your entries onto the **System Configuration Record Sheet** located in Appendix A at the back of this guide. Store the completed record sheet in a safe place where it can be easily accessed by personnel when needed.

**Special notes for SCS-1 Receivers:** The Remote Access program defaults to Com 1 for the SCS-1 communication port and 9600 for the baud rate. You can change these to match the particular configuration of your computer.

*It is important to note that Com 1 has the same interrupt as Com 3 and Com 2 has the same interrupt as Com 4. You cannot use Com 1 for Remote Access if you are using Com 3 for another device and you cannot use Com 2 if you are using Com 4 for another device.*

The communication port selected must be free from use with any other device drivers such as modems, mouse, scanners, or printers. The port must also be free of TSR (Terminate and Stay Resident) programs running in the background such as Btrieve. These programs can cause communication errors or prevent the Remote Access program from starting. If you are unfamiliar with the configuration of your system, contact your local computer service company. DMP Technical Support can assist you with the installation of Remote Access but cannot help you configure or troubleshoot problems on your computer.

**Note:** Make the selections in the Receiver section the same as those set in the LSU/H screen on the SCS-1 Receiver.

## SCS-1 System Configuration

After configuring Remote Access, you need to configure the SCS-1 System and SCS-1 Line(s). Under the System menu, choose Configure/SCS-1 System. In the configuration box, enter the System Number, Company Name, and Receiver Key in the appropriate text boxes. Choose Save Changes to save this information to Remote Access.

*The System Number precedes the subscriber account number on all Remote Access account, programming, and Alarm List displays as well as all account report printouts. The System Number allows you to have duplicate account numbers on multiple receivers and be able to determine from which receiver a report was sent.*

### About the System Number

This is a number that allows you to identify which of two or more receivers are being used with Remote Access. If you have only one receiver, enter number 1. If you have two or more receivers, enter the System Number of the receiver you'll be using with Remote Access.

### About the Receiver Key

The Receiver Key is an identifier used by the receiver to confirm its authority with your installed base of Command Processor panels. Before a remote programming or diagnostic session can take place, the contacted panel confirms the Receiver Key you enter here with one already programmed or remotely entered into its memory.

If the numbers match, the remote session is allowed. If the numbers do not match, the communication link is terminated by the panel.

Once you enter a Receiver Key, it is important that you write it down on the **SCS-1 System Configuration Record Sheet** and store it in a safe place. Refer to Appendix A for the record sheet. If you change the Receiver Key, you will not be able to remotely contact DMP Command Processors containing the previous key.

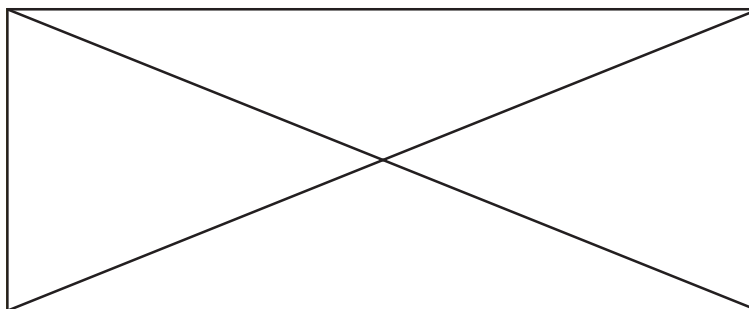
## SCS-1 Line Configuration

Under the System menu, choose Configure/SCS-1 Line. Remote Access displays the line configuration box. You must set up a configuration profile for each line card used in the SCS-1 Receiver.

Enter the appropriate line number in the **Line No:** box. You can only enter single numbers from 1 to 9. If you are connected to an SCS-1 Receiver or SCS-105 Modem, choose the **Request** button to automatically upload the line data. Refer to the System Menu section of this guide for descriptions of each of the SCS-1 Line Configuration fields.

Repeat this process until a line configuration profile is created for each line card in use.

# File Menu



## Menu Options

- New - Allows you to create a new account or programming file
- Open - Opens new or existing account or programming files
- Close - Closes an open programming file
- Print - Allows you to print subscriber and system information
- Database - Allows you to manage account and programming files
- Exit - Quits the Remote Access program

## When to use

Use the File menu when creating a new subscriber account or programming file or when opening or closing an existing file. The File menu also allows you to print specific account information and manage Remote Access database files.

## New

### Authority Level: 3

After logging onto the Remote Access system, the **New** option in the File menu becomes active. Selecting New opens the New Account Number box in which you enter the account number for the new account file.

Enter an new account number to start an account or programming file.

Refer to **Creating a new account file** in the Remote Programming section of this guide (section 12).

When you create a new account, Remote Access opens both a new account file and a new programming file.

Enter the new account number in the

Account box. You can only enter an account number that is not already on file.

After entering the account number, select the correct panel type and choose Open. Remote Access opens a blank Account Information box for you to enter the new account's information.

## Using an existing account number file

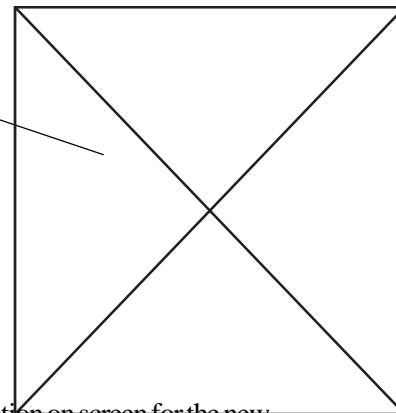
If you want to create a new account by using an existing account file as a template, enter the existing account number (including the system number) in the middle text box and then choose Open. This opens the Account Information box under the new account number with all of the existing account's information. See Open.

Enter an existing account number to open.

Refer to **Opening an existing account file** in the Remote Programming section of this guide (section 12).

When opening an existing account to use its file as a template, make sure that both panel types match. If the panel types are different, only a default program file for the new panel type is opened.

Important!



You can now make changes and customize the information on screen for the new account. Use the Save command to save the new account information into the Remote Access account database.

## Open

### Authority Level: 1

Use the Open option from the File menu to open an existing subscriber account or programming file. In the Account Number box, enter either the Account Number, Name, Panel Phone, or Locator.

Select whether you want the Account Information file or the Programming Information file option, then choose Look Up.

To open an existing account or programming file, choose the method Remote Access will use to locate the file by selecting the option button next to Account, Name, Panel Phone, or Locator.

Once selected, enter the appropriate information in the textbox and choose Look Up.

### Locator

This is a unique word or number sequence, **created by you** and entered into the account information file, that allows you to group and search for associated files or accounts.

For example, you may want to use the word **FIRE** for all of your fire accounts or use a subscriber's name if they have multiple accounts.

Remote Access retrieves the file, or one that most closely matches the information you entered, and fills in the remaining text boxes with the account information.

If the wrong file is being displayed, you can scroll through the files in the Remote Access account database using the Previous and Next command buttons. Once the correct file information is displayed, choose Open.

## Open continued

**Note:** You must have a level 3 authority or higher to Save any changes to the open account file.

Also, you must have a level 4 authority or higher to Delete an account file.

**Note:** Only a level 9 authority can toggle between the File and Panel files while online with a panel.

### Account Information

With the Account Information option button selected, choosing Open will open the Account Information file. If you have a level 5 authority, the **Program/Schedules**, and Holiday Dates options are also activated. If you have a level 6 authority, the **Program/Schedules** and **User Codes** options are activated. A level 7 and higher authority has access to all the Program menu items.

### Programming Information (minimum authority level 5 required)

With the Programming Information option button selected, choosing Open will open only the account's programming file. You'll be able to tell by the **Program** menu title at the top of the screen becoming active allowing you to access the programming options. It's not necessary to be on line with a subscriber's panel to make changes to a programming file.

## Close

### Authority Level: 1

Use this command to close any open subscriber programming files. The Close command does not save any changes made to an open file. Use the Save or Save As command in the appropriate box before closing.

## Print

The Print option allows you to print, or display on screen, account, programming, activity, and event information to a local printer connected to your computer. This information is taken from various database and subscriber information files stored in the Remote Access system.

Select the option you want from the Print sub-menu. The selected option's window appears allowing you to enter in specific information regarding the type of printing to initiate.

*Select the Print menu option to access these functions. Then use the cursor keys to highlight the correct function and press Enter.*

**Note:** Each of the Print sub-menu boxes contain a **Print Setup** command button. Choosing this brings up the Windows Printer Setup dialog box in which you can configure your printing options. Detailed information on using the Printer Setup options can be found in the *Microsoft Windows User's Guide* under Printer Setup command.

# Print continued

The following print options are available from the Print sub-menu:

## Print Account Reports

### Authority Level: 4

Allows you to print account information for one or more subscriber account files.

#### Account

**Low** - Enter the starting account number from 0-00000 to 9-99999

**High** - Enter the highest account number from 0-00000 to 9-99999

#### Report Format

**Account Information** - Prints the subscriber account information file including name, address, phone number, and emergency call list.

**Account List** - Prints a list of current subscribers and their addresses within the range of selected accounts.

**Use Color** - Prints the page heading in color. (Color printer required.)

#### Sort by

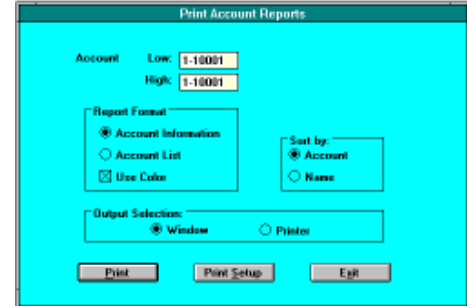
**Account** - Prints the selected files in numeric order.

**Name** - Prints the selected files in alphabetic order.

#### Output Selection

**Window** - Provides a Print Preview on you computer screen.

**Printer** - Prints the information directly to your default printer.



## Print Panel Programming

### Authority Level: 5

Prints a subscriber's panel programming or a list of saved programming files for a selected range of accounts.

You can select print options from the choices listed below:

#### Account

**Low** - Enter the starting account number from 0-00000 to 9-99999

**High** - Enter the highest account number from 0-00000 to 9-99999

#### Report Format

**Panel Programming** - Prints the panel's full programming information.

**Programming List** - Prints a list of current subscriber programming files.

**Print Code Information** - Prints user code information and code numbers.

**Use Color and Shading** - Prints the page heading in color and the account information box shaded.

#### Output Selection

**Window** - Provides a Print Preview on you computer screen.

**Printer** - Prints the information directly to your default printer.



## Print Activity Reports



Remote Access + also displays remote command processor signal activity.

### Authority Level: 1

Prints a report of Remote Access system activity. You can select print options from the choices listed below:

#### Account

**Low** - Enter the starting account number from 0-00000 to 9-99999

**High** - Enter the highest account number from 0-00000 to 9-99999

#### Date (use two digits for each entry --/--)

**Begin** - Enter the starting date for the report.

**End** - Enter the ending date for the report.

#### Report Format

**Customer Mailout** - Prints the subscriber's name, address, phone number, and other account information at the top of the activity report.

**Summary** - Prints the selected start and stop dates and the account number range at the top of the activity report.

**Use Color** - Prints the page heading in color. (Color printer required.)

Messages in Report (check each box to enable the option)

Alarm      Restoral      Open/Close      Trouble      Supervisory      Other

#### Output Selection

**Window** - Provides a Print Preview on you computer screen.

**Printer** - Prints the information directly to your default printer.

## Print Panel Event Buffer

**Note:** You can only print the events last retrieved from a subscriber's panel. The Remote Access program does not store event information in the database.

**Note:** You must use a valid System Number for events to be printed. Alpha characters prevent the panel events from printing. See SCS-1 Configuration for the correct System Number to enter here.

### Authority Level: 5

Prints the stored events uploaded from a subscriber's panel. You can select print options from the choices listed below:

#### Account

**Low** - Enter the starting account number from 0-00000 to 9-99999

**High** - Enter the highest account number from 0-00000 to 9-99999

#### Date (use two digits for each entry --/--)

**Begin** - Enter the starting date for the report.

**End** - Enter the ending date for the report.

#### Report Format

**Customer Mailout** - Prints the subscriber's name, address, phone number, and other account information at the top of the panel event report.

**Summary** - Prints the selected start and stop dates and the account number range at the top of the panel event report.

**Use Color** - Prints the page heading in color. (Color printer required.)

Messages in Report (check box to enable the option)

Alarm      Restoral      Open/Close      Trouble      Supervisory      Other

#### Output Selection

**Window** - Provides a Print Preview on you computer screen.

**Printer** - Prints the information directly to your default printer.

## Print Recall Failure List

### Authority Level: 1

Prints a list of subscriber recall test reports that have not been received by the scheduled frequency entered into the account information.

### Sort by

**Account** - Prints the selected files in numerical order .

**Name** - Prints the selected files in alphabetical order .

**Use Color** - Prints the page heading in color . (Color printer required.)

### Output Selection

**Window** - Provides a Print Preview on you computer screen.

**Printer** - Prints the information directly to your default printer .

## Database

### Authority Level: 8

The Database menu options allow you to manage the files stored by Remote Access on your computer . You can Purge Activity files and Compact Database files to free up disk space, Repair files that have been damaged, and Convert previous Security Information Management System (SIMS) database files to Remote Access files.

Select the option you want from the Database sub-menu. The selected option's window appears allowing you to enter in specific information regarding the type of action to initiate.

*The **Database** sub-menu contains four database related options for optimizing your system's performance.*

The following options are available from the Database sub-menu:

## Purge

### Authority Level: 8

This function allows you to purge Remote Access Activity files from the database. Selecting this option brings up the Purge Activity File box in which you can enter the start and ending dates for the purge.

After entering the dates, choose the Purge command button. A confirmation box appears asking "Are you sure?". Choose Yes to continue.

## Compact

### Authority Level: 8

This function allows you to compact the Remote Access database files to remove file fragmentation. This fragmentation can occur when you make many changes to a database. The Compact function requires the following:

- Sufficient disk storage for a temporary duplicate file
- All database files must be closed

## Repair

### Authority Level: 8

This function allows you to repair damaged Account Information, Activity, Alarm List, Panel Programming, and Configuration files.



These database files may become damaged if Remote Access quits unexpectedly; for example, if there is a power outage or your computer experiences a hardware or software problem.

**Caution:** Before performing any database maintenance function, it is recommended that you backup all .MDB files in the RMT ACC\DB directory to prevent the possible loss of existing database information.

## Convert SIMS Files

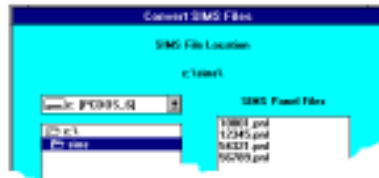
### Authority Level: 8

This function allows you to convert existing SIMS account and programming files into Remote Access files. The SIMS program must NOT be running and all SIMS files must be in the C:\SIMS directory for the account information, panel telephone numbers, and panel keys to be properly converted.

After selecting this option, Remote Access opens the Convert SIMS Files dialog box. Verify the information shown in the box is accurate and that all SIMS files are correctly located in the SIMS directory.

## Convert SIMS Files continued

The conversion routine provided with Remote Access converts SIMS files according to their file name and extension. See below:



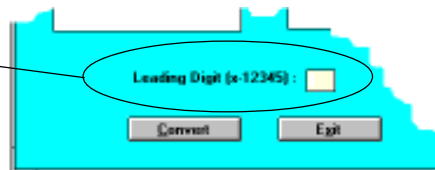
The SIMS files **subfile.dmp**, **rmtphone.dmp**, and **remotek.dmp** are converted to a Remote Access **account.mdb** file.

All SIMS files with a ".pnl" extension are converted to a Remote Access **program.mdb** file.

### Leading Digit

It is important that you enter into the Leading Digit box the same System Number entered into the **SCS-1 System Configuration** dialog box. See System menu in section 4.

Leading Digit box for entering the SCS-1 Receiver system number.



To verify the number, click on the Configure option in the System menu and then click on SCS 1 System. Note the System No. shown in the top text box. This is the number that must be entered into the Leading Digit box in the Convert SIMS Files dialog box.

## Exit

### Authority Level: All

The Exit command allows you to exit the Remote Access program. You may be required to log off the system if that option is selected in System/Configure/Remote Access. Before using this option, make sure all active files are closed and any changes to subscriber files have been saved.

If you are still connected to a subscriber's panel when you select Exit, a warning box is displayed requiring you to disconnect from the panel before exiting the Remote Access program.

# System Menu

## Menu Options

- Alarm List - Displays current and past account alarm activity
- Log On/Off - Requests operators password to log on and off the system
- Configure - Allows you to change the receiver and system setup
- Operator Passwords - Allows entry and deletion of operator names, authority levels, and passwords

## When to use

Use the System menu whenever you are logging on or off the system or configuring the setup of either the SCS-1 Receiver, SCS-105 Single Line Receiver, or the Remote Access program.

This menu also allows you to display the Alarm List window (F3) for viewing real time and past account alarm activity and the Operator Passwords window for adding and deleting system operators.

## Alarm List

### Authority Level: All

**Alarm List has priority over all other Remote Access functions -**  
If you are performing any Remote Access function while a report is received, that function is aborted and the Alarm List is displayed. You must first acknowledge the report before continuing.

When an account activity report is received from the SCS-1 Receiver or SCS-105 Single Line Receiver, the Alarm List window automatically appears on screen with the report information highlighted and a beeping audible tone sounding. (Remote Access + beeps continuously. Remote Access beeps only once.) Multiple reports can be received and logged on the Remote Access Alarm List.

With the account report displayed, you can press the F1 key or choose Ack - F1 to acknowledge the report. Remote Access and Remote Access + handle acknowledging reports in the Alarm List differently. Read the next two paragraphs carefully.

After you've acknowledged the report, Remote Access clears the report information and closes the Alarm List window. If there are multiple reports in the list, you must open the Alarm List from the System menu and acknowledge each report separately.

# Alarm List continued



Remote Access + also sounds a beeping audible tone until you acknowledge the report. After acknowledging, Remote Access + keeps the report and also keeps the Alarm List open allowing you to use the functions at the bottom of the window to process the report. These functions are described after the Alarm List Display Description.

## Alarm List Display Description

There are three columns of account activity report information within the Alarm List display: Message, Time, and Acknowledge Time.

### Message

The message column uses three lines of text to show the subscriber and event information.

The first line shows the account number of the reporting account, the zone number or report identifier (eg. WARNING, ALERT, ABORT), the actual keypad description of the zone, and the report type (Fire Alarm, Burglary Alarm).

The second line in the message column shows the account name and address.

Account Number

Record Selector

Zone Number or Report Identifier

Message Status

Subscriber Address

State

Message		Time
1-10001	Loop 004 GARAGE Burglary Alarm	5/27/94
John and Tracy Lehman 7146 East McHale Dr. Rock Springs WY		5:16:04 PM
Repeat count: 2 Not restored		

When report was first received.

The Repeat Count displays how many times the report has been received.

The third line shows the Repeat Count if the report has been received more than once, the status of the report (non-restored), and whether the report is disabled.

### Activity Report Colors

All non-acknowledged reports appear in violet. Once acknowledged, they appear with either a red, yellow, green, or white background.

Color	Signal type
Red	Fire Alarm/Restore/Trouble
Yellow	Burglary Alarm/Trouble
Green	Emergency reports
White	All other reports

### Time

The Time shows the date and time the report was received by Remote Access.

### Acknowledge Time

This is the date and time the report was acknowledged by the Remote Access operator.

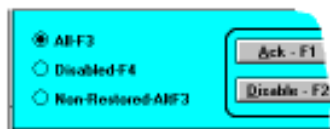
## Resizing the Alarm List columns

You can make any of the columns in the Alarm List wider by placing your mouse pointer directly on the line between two columns in the gray bar outside the list. The pointer changes to a double-arrow. Press and hold the left mouse button while dragging the column or row separator to the width you want.

Pointer changes to dual arrows.

Message	Time	Ackn Time
not signal not received	11/29/95 10:20:52 AM	11/29/95 10:30:18 AM
received	11/29/95 10:01:17 AM	11/29/95 10:26:17 AM

## Option Buttons



**All-F3** - This provides for the Alarm List to display the current reports received by Remote Access. When there are more than six reports stored in the alarm list, scroll bars appear on the right of the Alarm List box. This allows you to scroll through those reports that have not been deleted or placed into the Disabled or Non-Restored list.

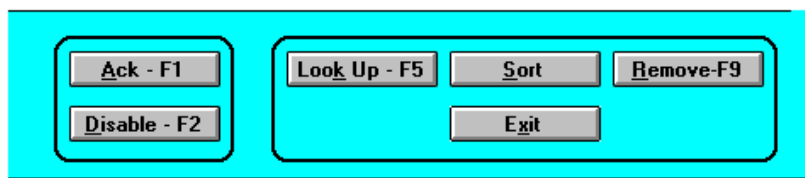
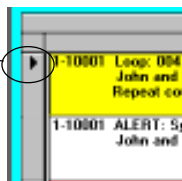
**Disabled-F4** - Lists reports disabled using the Disable F2 command.

**Non-Restored-AltF3** - Lists reports that have been acknowledged but for which no restoral has been received.

## Command Buttons

You can tell when a report in the Alarm List is selected by noting where the triangular pointer is positioned on the record selector to the left.

To move the pointer to another item in the Alarm List, use the up and down keyboard cursor keys.



**Acknowledge-F1** - Allows you to acknowledge the current activity report selected in the Alarm List. The Remote Access + program sounds an audible alert until you acknowledge the report being displayed.

**Disable-F2** - Pressing the F2 key disables the selected report and prevents it from having to be acknowledged each time it's received by Remote Access. The report is instead counted each time it's received. You can view the number of times the report has been received while disabled by pressing F4 or choosing the Disabled-F4 option and checking the Repeat count. See Alarm List Display Description.

**Look Up-F5** - This allows you to view additional information about an account whose report is in the Alarm List. First, select the report with the Record Selector (black pointer) then press the F5 key or choose Look Up - F5.

This pulls up the Alarm List Account Information window. This window is similar to the Account Information window and contains the subscriber's name, address, phone numbers, and the emergency response agencies and call list.



**Sort** - Account reports are placed into the Alarm List in the order they are received. The Sort option allows Remote Access to organize the reports by order of their priority. This priority order is shown below:

- Fire alarms
- Emergency or panic alarms
- Burglary alarms
- Fire trouble
- Burglary trouble
- Fire supervisory

**Remove F9** - Deletes the alarm report currently selected in the Alarm List after it has been acknowledged.

**Exit** - Quits the Alarm List window and returns you to the Remote Access main screen.

# Log On/Off

## Authority Level: 1 to 9

All operators must log on Remote Access using a password assigned by either the system administrator or by an operator with a level 9 authority. **Passwords can have up to 10 alphanumeric characters.** Proper use of passwords can help protect the system from unauthorized access.

Remote Access allows only one operator to be logged on at any one time.

The Operator Log On/Off box contains the following functions:



The image shows a dialog box titled "Operator Log On/Off". It has a light blue background. At the top, there is a label "Password:" followed by a text input field containing seven asterisks. Below the password field, there are two radio buttons. The first is labeled "On" and is selected (indicated by a black dot). The second is labeled "Off" and is not selected. At the bottom of the dialog box, there are two buttons: "Enter" and "Exit".

**Note:** When logging on to Remote Access for the first time, use the password "new". This is the default password and operator name placed into Remote Access. As soon as possible, you should add the name and password for at least one operator with a level 9 authority and then delete the default "new" name and password. Refer to the Operator Passwords section in this chapter.

**Password** - This text box allows you to enter your assigned password of up to ten characters into the system. As you type, asterisks appear in place of the characters. This prevents other persons from seeing your password displayed on the screen. The password function is not case sensitive.

**On** - This button is active if you are logging on to Remote Access and there are no other operators logged on. If another operator is logged on, the Off option button will be active. Choose Enter to complete the log on process.

**Off** - When this button is active, choose **Enter** to log off Remote Access.

**Enter** - After typing your password into the text box, choose Enter to complete the log on process and allow the system to verify your authority. After your password is verified, the Log On box appears with your name. Choose Okay to complete the log on procedure.

If you enter an incorrect password, a Log On Error box appears. Choose Okay to acknowledge the error box then check your password and try entering it again.

**Exit** - Choose the Exit button when you want to cancel the Operator Log On/Off option.

**Only authorized functions are displayed:** After successfully logging on to Remote Access, only those functions for which you're authorized are displayed. Restricted functions are shaded gray. Check the authority level shown for that function in the appropriate chapter.



# Configure

Selecting Configure brings up a submenu box that allows you to change the operating parameters of your current SCS-1 Receiver system, the SCS-1 Line, or the Remote Access program.

For additional information on configuring the SCS-1 and SCS-105, refer to **Logging On** section in this guide and the following DMP technical documents:

SCS-1 Installation Guide (L T-0065)

SCS-105 User's Guide (L T-0153)

## Configuring the SCS-1 System

### Authority Level: 9

This option allows you to modify the company name, system number , and receiver key stored in the EEPROM memory of the SCS-1 Receiver or SCS-105 Single Line Receiver . You can also modify this information using the Configure System (CON) menu option on the SCS-1 Receiver CR T.

The SCS-1 System Configuration box contains the following functions:

**System Number** - If your central station has more than one receiver , enter in the number assigned to the receiver you are configuring.

**Company Name** - Enter up to 24 characters for the name of the company that owns this receiver .

**Caution:** Before making any changes to the Receiver Key, write down the current key and store it in a safe place for use should you have a problem connecting with a panel.

**Receiver key** - This is the key all DMP Command Processor panels look for at the start of a remote programming session. It is not necessary to enter a new receiver key to begin using the Remote Access system as the key is initially set to a default of eight spaces.

### Command Buttons

**Save Changes** - Choose this button to save any changes to the System Configuration box into the SCS-1 Receiver system.

**Exit** - Choose this button to quit the SCS-1 System Configuration box and return to the main menu.

## Configuring the SCS-1 Line Cards

### Authority Level: 7

This option allows you to modify the telephone line information stored in the memory of the SCS-1 Receiver or SCS-105 Single Line Receiver . You can also modify this information using the Configure System (CON) menu option on the SCS-1 Receiver CR T.

The SCS-1 Line Configuration contains the following options:

**Line Number** - Enter in the line number you are configuring.

**Line Type** - Select the Line Type that defines the line card installed on the receiver system.

**None** Select None to clear all programmed information for the line prior to reprogramming.

**MPX** Select MPX if the line card is configured for multiplex accounts. You can have up to 128 multiplex accounts on one line card in the SCS-1 Receiver .

**DD** Select DD if the line card is configured for digital dialer accounts. You can have up to 65,535 digital dialer accounts on one line card in each SCS-1 Receiver .

**DDMX** Select DDMX if the line card is configured for digital dialer/multiplex accounts. You can have up to 128 DDMX accounts on one line card in the SCS-1 Receiver .

**ASYNCH** Select ASYNCH if the line card is configured for asynchronous network communications.

**Phone Number** - Enter the phone number to which the receiver is connected.

**Billing Number** - Enter the telephone company billing number of the telephone line connected to this line card.

**Comment** - Enter in any comments regarding this line that can assist you in billing or system maintenance.

**Checkboxes 0 to 127** - Select the checkbox next to the number that corresponds to each multiplex account connected to this line card.

You must use the **Request** command button after entering a receiver line number before making any changes to the card's configuration.

### Command Buttons

**Request** - Choose this button to request the current receiver programming from the receiver .

**Save Changes** - Choose this button to save any changes you've made in the SCS-1 Line Configuration window .

**Exit** - Choose this button to quit the SCS-1 Line Configuration window .

**Refer to Appendix B for a copy of the SCS-1 Line Configuration sheet.**

## Configuring Remote Access

### Authority Level: 9

#### Important!

Before making any changes to the database location or its files, you must first copy all files with the extension .mdb from the location shown to the new Remote Access directory location.

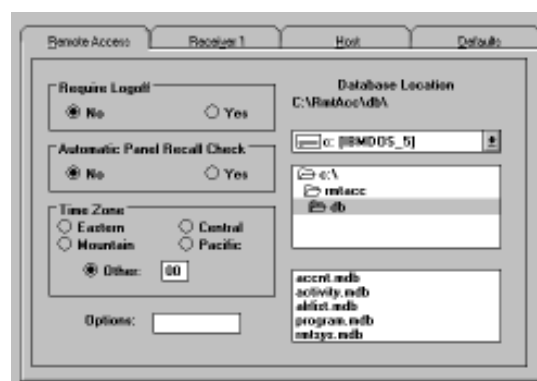
To do this:

1. Quit the Remote Access program.
2. From the Windows Program Manager, start the File Manager program. Use the **COPY** option (F8) in the File menu of File Manager to **COPY all** .mdb files to the new location. It is important that you copy the files and not just move them.
3. Once all files have been copied, return to the Windows Program Manager. Double-click on the Remote Access icon to start the program.
4. Log in and open the Remote Access configuration box.

You can now use the pull-down box to search for and select the new database location. Once you've selected the new location, choose **Save** to save the new location to the Remote Access program.

To delete the old .mdb files, you must quit the Remote Access program again and return to the Windows File Manager. Locate the old files and use the **Delete (Del)** option in the File menu to remove them from the system.

This option allows you to configure the output and communication configuration of the Remote Access program. The configuration window provides individual **Remote Access**, **Receiver 1**, **Host**, and **Defaults** index tabs allowing you to select specific configuration options. The following sections detail the items on each index tab:



### Remote Access Index Tab

**Require Logoff** - Yes requires operators to log off Remote Access before they can quit the program.

**Automatic Panel Recall Check** - Allows Remote Access to generate an alarm if the panel doesn't check in according to the programmed time.

**Time Zone** - Select the time zone in which the SCS-1 Receiver is located.

Select **Other** if it is not in one of the predefined time zones then enter the number of hours the receiver time zone is from Greenwich Mean Time (GMT).

**Options** - This text box is for future use.

### Configuring the Remote Access Database

**Database location** - Displays the current drive and directory where Remote Access database files are located.

The upper box shows the drive on which the database files are located.

The center box shows the directory tree leading to the database files.

The lower box lists the actual database files allowing you to verify the filenames.

**Database files not found:** If the database files are not shown in the lower box, use the mouse pointer to search the directories in the center box or use the upper box pull-down menu to change the drive.

Choose **Save** to save any changes you made to the Remote Access configuration options before selecting another index tab.

## Configuring Remote Access continued

**Note:** The communication port selected must be free from use with any other device drivers such as modems, mouse, scanners, or printers. It is important to note that Com 1 has the same interrupt as Com 3 and Com 2 has the same interrupt as Com 4. You cannot use Com 1 for Remote Access if you are using Com 3 for another device and you cannot use Com 2 if you are using Com 4 for another device.

### Important!

These options set the **expected** format of the messages received by Remote Access from the SCS-1 Receiver or SCS-105 Modem.

These same options are also programmed into the SCS-1 Receiver. **All of the option settings must match.**

### Receiver 1 Index Tab

**Communication port** - Specifies the serial communication port into which the cable from the SCS-1 Receiver or SCS-105 Receiver is connected. **This port cannot be used for any other purpose while Remote Access is running.**

**Baud rate** - Select a baud rate between 150 and 9600 for the serial data between the communication port and the SCS-1 Receiver. *Use 9600 baud for SCS-105 Single Line Receivers.*

**Panel Connection** - The Panel Connection section allows you to specify the communication mode of the Remote Access computer. Clicking on a radio button changes the configuration settings on the screen to that mode's defaults. You can then make any necessary changes to fit your application.

**SCS-1/SCS-105** - Select this if the Remote Access computer is connected to either an SCS-1 Receiver or SCS-105 Single Line Receiver. When this option is selected, the Default Receiver textbox on the Receiver 1 tab is hidden.

**HST Monitoring** - Select this if the Remote Access computer is being used to monitor DMP Command Processor panels on an Ether-Com™ network or a direct computer connection.

**Direct Prog** - Select this when you are programming a panel directly from the Remote Access computer. An example of this would be programming an XR200 panel through a 462N Network Interface Card from a laptop computer running Remote Access.

**Ether-Com Prog** - Select this if the Remote Access computer is connected to a Ether-Com™ network and is used to remotely program DMP panels on the same network.

**None** - Select this option if the Remote Access computer is not connected to a communication device.

**Areas** - Select 2-character decimal ( **Dec**) or 2-character hexadecimal ( **Bin**) reporting format for area numbers. *Use binary for SCS-105 Receivers.*

**CRC** - Select Yes for messages from the SCS-1 Receiver using the 4 hexadecimal ASCII character format. *Use No for SCS-105 Single Line Receivers.*

**Sequence Numbers** - Select Yes for messages from the SCS-1 Receiver to be prefixed with a sequence number. *Use No for SCS-105 Single Line Receivers.*

**Line Number Length** - Select the number of decimal ASCII characters used to report the receiver line number of a signal. *Use -- (dash, dash) for SCS-105 Single Line Receivers.*

**Loop Number Length** - Select the number of decimal ASCII characters used to report a zone number. *Use 3 (three) for SCS-105 Single Line Receivers.*

**User Number Length** - Select the number of decimal ASCII characters used to report a user number. *Use 3 (three) for SCS-105 Single Line Receivers.*

**Start Character** - The character used at the start of a Host message. *Use None for SCS-105 Single Line Receivers.*

**Default Receiver** - When the communication mode is HST Monitoring, Direct Prog, or Ether-ComProg, the number placed here should match the receiver number of any existing database account numbers. Example, if an existing account number is 1-20002, a 1 placed here would match the receiver number in the existing account number .

Choose Save to save any changes you made to the SCS-1 Receiver configuration options before selecting another index tab.

## Configuring Remote Access continued

### Host Port Index Tab

**Computer Host Port** - Select the serial communications port through which the Remote Access computer passes data received from the SCS-1 Receiver or SCS-105 Single Line Receiver to the host automation computer .

When using Remote Access in the Pass Through mode, standard command processor panel reports will be sent to and acknowledged from a host computer . Only remote Commands and Inquiry functions will be handled by Remote Access.

**Note:** If the host system fails, the Remote Access system allows the operator to acknowledge incoming reports.

**Pass Through** - Selecting this option button activates the available Com port option buttons in the Computer Host Port box. To deselect Pass Through, choose "None".

### Command Buttons

**Save** - Choose this command after making any changes to the information displayed in the configuration window .

**Exit** - Choose this command to quit the Remote Access Configuration window and return to the main menu.

### Default Panel Software Index Tab

Enter the highest firmware level for each panel type to which you want to limit the Remote Access program.

For example, entering a firmware level of 104 for the 1512 panel restricts Remote Access to only those programming options available in firmware version 104 and earlier . **Enter 3 digits only with no decimal points.**

If you increase the firmware level for a panel type, only account records created *after* the change will show the new options.

# Operator Passwords

Operators can be required to sign on using a password with each shift change. This allows Remote Access to log the operator activity and restrict an operator's access to selected functions.

As part of a routine security procedure, you should change passwords that may have been compromised or that have been in use for an extended period.

## Authority Level: 9

Use this to enter and update operator names, access levels, and passwords. You can enter an unlimited number of operators into Remote Access depending on the amount of available disk space. The Operator Passwords box contains the following columns:



Name	Level	Password
Marlene Balfonte	7	CATS
Jennifer White	7	ENIGMA
Hank Brown	9	MGR
new	9	NEW
Kristine Lussner	4	NIGHT
Nichole Adams	5	SUPV
Doug Johnson	6	SVC
Mike Peters	6	TECH

**Name** - Enter up to 20 characters for the full name of the operator to whom access to the system is being granted. After entering the name, press the Tab key to move the cursor over to the Level box.

**Level** - Enter from 1 to 9 for the authority level being assigned to this operator with 1 being the lowest and 9 the highest. Refer to the Appendix at the back of this guide for a list of the system functions available for each authority level. Press the Tab key to move the cursor over to the Password box.

**Password** - Enter up to 10 alphanumeric characters for the operator's password. The password allows the operator into the system with access to only those functions authorized by their authority level.

## Command Buttons

**Exit** - Choose Exit to quit Operator Passwords and save any Operator Password information you have added or changed.

## Operators with level 9 authority

Important!

Only level 9 operators can access the Operator Passwords function. Before deleting any level 9 operators, make sure there is at least one remaining person in the system with a level 9 authority who can access this function.

## Deleting an operator record

Occasionally, you'll want to delete an operator record due to a change in that person's status. Remote Access makes this simple by allowing you to highlight the row in which the operator's record is displayed and press Delete. Remote Access displays a confirmation box to make sure you want to delete that record. Once the row is deleted, choose the Exit button to quit the Operator Passwords function and save the change to the Remote Access database.

To highlight a row, place your cursor on top of the grey box (record selector) to the left of the row and press the left mouse button. If you accidentally delete the wrong operator record, you must reenter their information again. There is no way to recover deleted records.

## Viewing the operator list

Each name entered into the Name box goes into a list with the other authorized operators. Once this list exceeds 16 operators, a scroll bar is automatically placed to the right of the Password column allowing you to scroll up or down through the list.

# Panel Menu

## Menu Options

- Connect - Allows Remote Access to connect to a panel
- Disconnect - Disconnects Remote Access from a panel
- Send - Sends a copy of a program file to a panel
- Retrieve - Uploads a copy of the panel's program
- Request Events - Uploads a copy of the panel's event history
- Trap - Traps panels dialing the SCS-1 Receiver or SCS-105 Receiver
- Hangup - Disconnects an indicated dialer line

## When to use

Use the Panel Menu option to first make contact with a subscribers panel for programming or downloading purposes. The Panel Menu also allows you to trap a panel when it contacts the receiver, send and retrieve programming files, and force a receiver to Hangup a phone line after a panel has dropped of f.

## Connect

### Authority Level: 5

This option allows you to connect the Remote Access program to a subscriber's panel for programming, problem diagnosing, or downloading stored information. After connecting to a panel, the Program, Command, and Inquiry menus become active allowing you to perform the remote control and diagnostic functions. Also, the Connect menu option becomes grayed out as you can only connect to one panel at a time.

## Connect continued

The Connect window contains the following options:

### File Information

To find a file previously saved to the Remote Access database, you can search using either the Account number, account Name, Panel Phone number, IP address, or Locator. The Locator can be the panel type, city, account type, or whatever other type of information would help you easily find the correct account file. The locator is entered in the Account Information when first setting up the account.

Once you've made a successful connection to the panel, Remote Access displays the Connect box showing the panel model, firmware version, and whether the panel's program has been changed since the last download.



Use **Pickup Only** with SCS-105 Receivers to allow connection to subscribers' panels.

Use the mouse pointer to click on one of the five option buttons. Choose Look Up to begin the search for the account file.

### Dial?

Once the correct account information is displayed, you need to select the options for the Dial? portion of the Connect screen. Select one of the following options:

**No** - Do not dial the panel phone number to make contact with the panel. This is used mainly for multiplex and asynchronous accounts. Choose **Connect**.

**Yes** - Use the Panel phone number entered in the Account Information file to dial the subscriber's panel. Choose **Connect**.

**Pickup Only** - Select this option when connecting to panels through a DMP SCS-105 Modem. The alarm technician at the subscriber's site and the central station operator must be talking on the same phone line as the panel and the SCS-105. The technician first enters 984+Command at the keypad then the operator chooses **Connect**.

The information at the bottom of the Connect to Panel window is for verifying the account address and remote key. There is also the Notes box from the Account Information screen that shows any specific account information.

### Command Buttons

**Save** - Saves any changes made on this screen to the main account file.

**Previous** - If the information displayed after using the Look Up button is not correct, choose the Previous button to scan back through the list of account files.

**Next** - Same as Previous but allows you to scan forward through the list.

**Exit** - Exits the Connect to Panel screen.



## Disconnect

### Authority Level: 5

This option allows you to disconnect the Remote Access program from a subscriber's panel. After selecting this option, a confirmation box appears and asks if you're sure you want to disconnect. Choose Yes to disconnect from the panel. Choose No to remain on line with the panel.

## Send

### Authority Level: 5

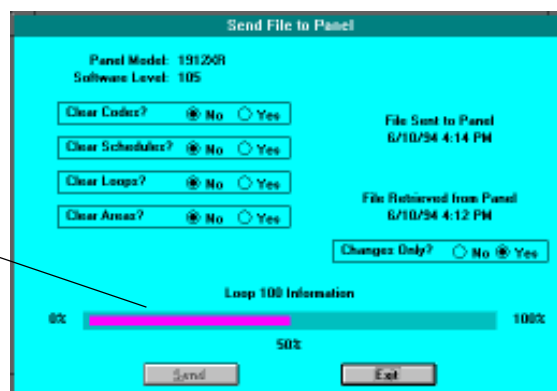
This option allows you to send a new or revised program file to a subscriber's panel. After selecting Send, the Send File to Panel window appears. As the file is being loaded, Remote Access tracks the percentage of completion of the data transfer.

#### Important!

Loading new user code, schedule, zone, or area information into a panel that has been previously programmed may not clear all of the old information. You must select the Clear option buttons to clear the specific information from the panel being programmed.

**Example:** If you are loading a new program file into a panel that contains previously programmed zone information, only those zones with the same zone numbers will be overwritten by the new zone information. This may leave the panel with some old and incorrect zone information. Use the Clear Loops? option to set all zones to "UNUSED".

The status bar keeps track of the loading progress.



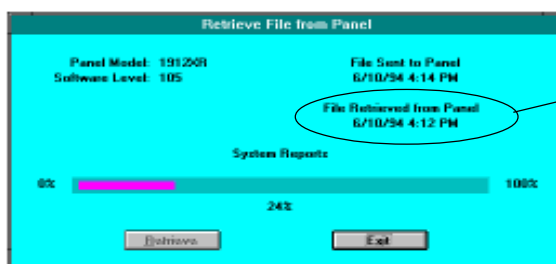
Before sending the file, you can also select to clear the codes, schedules, zone, and area information from the panel. **These programmed features are not cleared or reset by loading a new programming file into the panel.**

## Retrieve

### Authority Level: 5

**Note:** You must have a file open for the correct panel type before this menu option is available.

This allows you to retrieve a copy of a subscriber panel's programming, schedules, and user codes and save them as a record in the Remote Access database. After selecting Retrieve, the Retrieve File window appears allowing you to initiate the retrieval of data from the panel.



This message shows the last date and time the programming information was retrieved from this account.

As the file is being uploaded, Remote Access tracks the percentage of completion of the data transfer in the status bar. After the information has been retrieved, Remote Access displays the date and time under File Retrieved from Panel. Choose Exit to return to the main menu.

# Request Events

**Authority Level: 5**

This option allows you to upload a subscriber panel's event buffer into a temporary record in the Remote Access database. This record can then be viewed using the Print option in the File menu.



After selecting this function, the Request Events from Panel window appears. This contains the panel model and the software level of the panel.

To continue, choose the Request command button. A confirmation box appears asking if you are sure. Choose Yes to retrieve a copy of the panel's event log. Choose No to return to the Request Events from Panel window.

While the Remote Access program is retrieving the events, an hourglass replaces the mouse pointer. This hourglass remains on screen until all events are copied from the panel and stored in the Remote Access database.

Once the events have been successfully retrieved, a Request events complete window appears. Choose Okay to quit the Request Events function. Choose Exit from the Request Events from Panel window.

## Printing the Event Buffer

To print the events, disconnect from the panel and select the Print option under the File menu. Select the Panel Event Buffer print option.

# Trap

**Authority Level: 1**

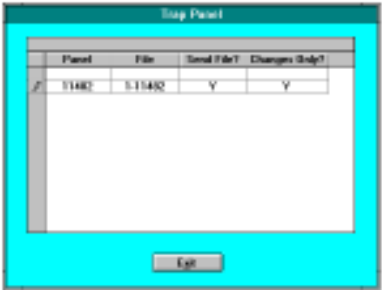
This option allows you to initiate a trap so that when a subscriber's panel contacts the SCS-1 Receiver or SCS-105 Single Line Receiver, it is held online and can be connected to with Remote Access.

Below are instructions for the two different Trap functions.

## Manual Download

1. From the Panel menu, select Trap. The Trap Panel window appears allowing you to enter the trap information.
2. In the Panel column, enter the account number (minus the system number) of the panel you want to trap. Press Tab. The file number (system number and account number) is automatically placed into the File column.

If you want to send a different file to the panel, enter that file's system and account number instead. Press Tab.



## Manual Download continued

- Under **Send File?** enter **N** for No to require an operator to manually send the file to the panel. Press **Tab**.
- Under **Changes Only?**, enter **Y** to send only changes made to the program file. Enter **N** for No to send the entire program file to the panel. Choose **Exit**. The next time the panel calls in, the receiver holds it online and displays a message box showing the account number being held.
- While the panel is being held, select **Connect** from the **Panel** menu and in the subsequent **Connect to Panel** window, choose **Connect**. Once a connect is made, you must begin remote commands or programming within five minutes or the SCS-1 Receiver will release the panel.

<b>Send File?</b>	Yes	Yes	*No	*No
<b>Changes Only?</b>	Yes	No	Yes	No
	Sends changes only.	Sends entire file.	Connects only.	Connects only.

*\* After connecting to the panel you can use the **Panel/Send File** menu option to send selected changes or the entire file to the panel. You can also make and send changes using any of the **Program** menu options.*

## Automatic Download

This option allows you to specify a file to be automatically downloaded to a subscriber's panel the next time it reports into the receiver.

- From the **Panel** menu, select **Trap**. The **Trap Panel** window appears allowing you to enter the trap information.
- In the **Panel** column, enter the account number (minus the system number) of the panel you want to trap. Press **Tab**. The file number (system number and account number) are automatically placed into the **File** column.  
  
If you want to send a different file to the panel, enter that file's system and account number instead. Press **Tab**.
- Under **Send File?** enter **Y** for Yes to automatically send the file to the panel. Press **Tab**.
- Under **Changes Only?**, enter **Y** for Yes to send only the changes that have been made in the program file. Enter **N** for No to send the entire program file to the panel. Selecting **No** also initializes the panel. Press the **Tab** key and then Choose **Exit**.

The next time the panel calls in to upload a report, the receiver will hold it online and automatically download the specified program file.

### What you'll see

When a panel is trapped, a small **Automatic Send File to Panel** window appears. This is to alert the operator to a trap in progress. The window displays **CONNECTED** when online with the panel.



An **Automatic Send File to Panel** window next appears showing the status of the data transfer and whether the transfer is of changes only or the full program file.

## Automatic Download continued

These option buttons show the operator that the panel is being initialized. These cannot be changed during the download process.



This option button shows the operator that the complete program file is being downloaded to the panel.

To prevent the panel from being initialized, you can choose Exit during the download then return to the Trap function window and select Yes for the Changes Only? option. This will allow the Remote Access program to only send changed information and not initialize the panel.

Within the window are four option buttons that show the operator whether any initialization of the panel is occurring. When a complete program file is being downloaded into the panel, all four buttons show **Yes**. The Changes Only? option button shows **No**. These options cannot be changed during the download process.

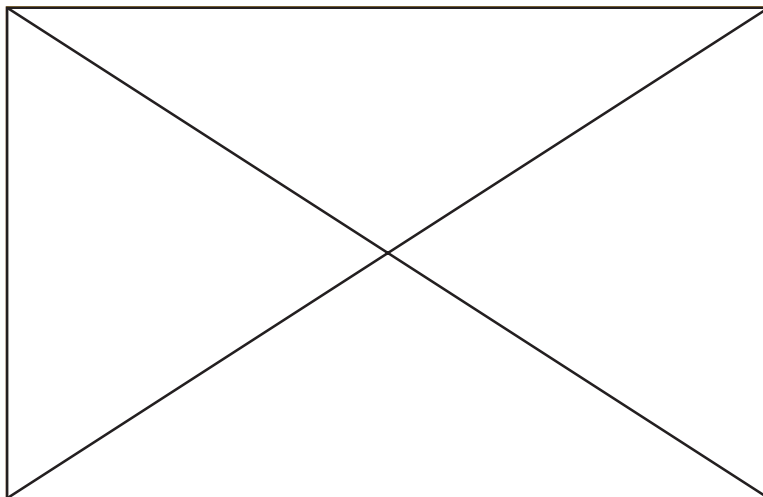
## Hangup

### Authority Level: All

This option is for use after a subscriber's panel has dropped off line from Remote Access due to no activity. An attempt to send data to the panel results in a communication error box.

Selecting Hangup forces the SCS-1 Receiver to release the phone line and restore its on-hook status. Do not use Hangup to disconnect from a panel while still on line.

# Program Menu



## Menu Options

- Communication - Configures the panel's communication options
- Device Setup - Assigns device types to keypad bus
- Remote Options - Sets remote command and program options
- System Reports - Sets the reports the panel can send
- System Options - Sets the operating parameters of the panel
- Output Options - Assigns system events to outputs
- Menu Display - Enables system displays at selected keypads
- Status List - Selects alarm, trouble, and status keypad displays
- Printer Reports - Selects the type of reports sent to printer
- Area Information - Selects area functions and characteristics
- Zone Information - Selects zone functions and characteristics
- Holiday Dates - Sets dates for the Holiday Schedules
- Schedules - Sets scheduled panel activities
- User Codes - Modifies current user code programming
- Access Code - Changes the access code to the panel

## When to use

Use the Program Menu anytime you need to change one or more programming options in a subscriber's panel or database file. Panel programming options can also be changed by a service technician at the subscriber's premises. Changes made in the field may not match an account file saved in the Remote Access system so it's important to verify all programming before saving any changes or deleting any files.

## Additional Information About the Program Menu

One of the goals of the Remote Access system was to allow you to easily program any DMP Command Processor™ panel type. But, because there are differences in some of the programming options and their order between each of these panel types, it has been necessary to make slight adjustments to the information in the Program menu.

These adjustments are reflected in three ways:

1. Some menu options are not accessible (grayed out) depending on the panel file type you are programming.
2. The menu option Device Setup is replaced with Control Setup when working with a 1912 or 1512 panel file.
3. Individual menu option screens show only those programming items for the selected panel type.

Aside from these three exceptions, there is little difference in the Remote Access Program menus.

### Refer to panel programming guides

The remainder of this chapter will only attempt to cover the basics of each programming item. For complete descriptions of the various program options and their use, please refer to the appropriate panel programming guide.

Important!

### Programming information Source

On each screen, you'll see a "Source" box with **File** and **Panel** options. If you are entering data or making changes to a subscriber's database file select the File option. If you are online with a subscriber's panel and entering data or making changes, select the Panel option.

## Communication

### Authority Level: 7

This option allows you to configure the communication options for the subscriber's Command Processor™ panel. The Communication options screen uses index tabs to divide the program items into four groups:

Account No: 10001

Method | Test Time | Receiver 1 | Receiver 2

Communication Type

☐ None ☐ DMet

☐ DD ☐ CID

☒ MPX ☐ Host

☐ Modem II

Xmit Delay: 00

Host CheckIn: ☒ Yes ☐ No

Second Line

☒ None ☐ DD

☐ Cell ☐ ...

Second Line Test

☐ None ☐ ...

Events Mgr

☒ Send ☐ Delay

☐ Keep ☐ ...

**Method** - Allows you to set the Communication Type, Second Line format, Second Line Test, Events Manager, DTMF, Transmit Delay, and Host CheckIn.

## Communication continued

**Test Timer** - Allows you to set the time, day, and frequency and whether the test is deferred in the event the panel makes a valid communication to the receiver between test periods.

**Receiver 1** - Allows you to enable Alarm, Supervisory/Trouble, Opening/Closing/User, Test Timer, and Door Access reports to Receiver 1. A Backup option also allows the Receiver 1 to act as a backup to Receiver 2 after a communication failure. Two text boxes also allow you to enter primary and secondary phone numbers.

**Receiver 2** - Allows you to enable Alarm, Supervisory/Trouble, Opening/Closing/User, Test Timer, and Door Access reports to Receiver 2. A Backup option also allows the Receiver 1 to act as a backup to Receiver 2 after a communication failure. Two text boxes also allow you to enter primary and secondary phone numbers.

If you're programming a panel that has **Pager Direct™** capability (Models XR10, XR20, 1912XR, and XR200), the Pager Direct option box allows you to specify Numeric, Alphanumeric, or No pager output from the panel. If you select either numeric or alphanumeric paging, the "**2nd Phone No.**" item changes to "**Pager ID**". Enter the pager ID number for the subscriber's pager if one is required.

## Device (Control) Setup

**Authority Level: 7**

This option allows you to enter or update the physical configuration of the panel including the number of partitions or systems, types of devices connected to the panel's keypad bus, and in which partitions those devices are assigned. Also, in access control panels, areas of access and egress are assigned, door strike time, and fire alarm doors are defined.

## Remote Options

**Authority Level: 7**

This option allows you to enter or update the panel's Remote Options Programming information. The options you can select include:

Armed Answer Rings  
Remote Phone Number

Disarmed Answer Rings  
Remote Key

You can also enable or disable the options for: Alarm Receiver, Service Receiver, Manufacturers Authorization, and Remote Disarm.

## System Reports

**Authority Level: 7**

This option allows you to enter and enable or disable the types of reports the panel sends to the SCS-1 Receiver. You can also enable keypad door access reports by device address and enable the panel's Ambush code option.

# System Options

**Authority Level: 7**

This option allows you to enter or make changes to the panel's Entry Delay times, Cross Zone Time, Zone Retard Delay , Power Fail Delay , and Swinger Bypass Trips. You can also enable or disable the Closing Wait, Reset Swinger Bypass, and Video options.

**C100/FA100 NO YES** - If you're remote programming a new panel in a system with existing C100 or FA100 wireless transmitters, selecting YES allows the panel to recognize them and not require they be reprogrammed locally .

# Output Options

**Authority Level: 7**

This option allows you to enable the panel's alarm output options by selecting an output other than None. Selecting None disables the output option. You also use the Output Options screen to set the Bell Cutoff Time, Output Cutoff Time, and Cutoff Outputs (1 to 8) and enable or disable the Automatic Bell Test.

# Menu Display

**Authority Level: 7**

This option allows you to individually enable or disable Armed Status, Time Display, and Arm/Disarm to display at up to eight keypad addresses.

# Status List

**Authority Level: 7**

This allows you to enable or disable Status List information to display at up to eight keypad addresses. The status list consists of the following display options:

- |                         |                   |
|-------------------------|-------------------|
| System Monitor Troubles | Fire Zones        |
| Burglary Zones          | Supervisory Zones |
| Panic Zones             | Emergency Zones   |
| Auxiliary 1 Zones       | Auxiliary 2 Zones |

# Printer Reports

**Authority Level: 7**

This option allows you to print custom reports on a local printer connected to the subscriber's panel. From the Printer Reports box you can individually enable or disable each report type and save those changes to the panel or subscriber account file. The reports you can select for printing consist of the following:

- |                           |                      |
|---------------------------|----------------------|
| Customer Name (1812 only) | Arm/Disarm Reports   |
| Zone Reports              | User Command Reports |
| Door Access Reports       | Supervisory Reports  |



## Area Information

### Authority Level: 7

This allows you to enter or update the Area Information stored in the subscriber's panel or database file. The options you can select include:

Partition	Exit Delay
Burglary Output (relay)	
Mode (Area Arming, All/Perimeter , or Home/A way)	
Open/Close Reports	Closing Check
Closing Code	Any Bypass
Area Schedules	Primary and Secondary Schedules

You also can program all the Area Information described in the panel's programming guide including: Name, Account Number , and the Auto Arm, Bad Zone, Auto Disarm, Output, Bank Safe and Vault, and Common Area options for the area.

## Loop Information

### Authority Level: 7

This option allows you to define the operation of each protection zone programmed in the subscriber's panel. All protection zones, whether located on panel, Security Command keypad, or zone expander are programmed using the Loop Information option. Refer to the appropriate Command Processor™ programming guide for detailed information.

## Holiday Dates

### Authority Level: 5

This option allows you to enter dates in access control panels that are used by the Holiday Schedules to override daily schedules.

## Schedules

### Authority Level: 5

This option allows you to enter or update opening, closing, and output (relay) schedules for the subscriber's panel or database file. Refer to the appropriate Command Processor™ programming guide for detailed information.

Use the **Request** command button to retrieve a copy of the Schedules currently programmed into the system.

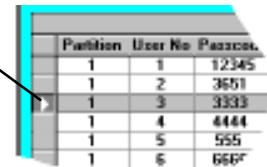
## User Codes

### Authority Level: 6

This option allows you to enter or make changes to the user code information in the subscriber's panel or database file. Use the **Request** command button to retrieve a copy of the user codes currently in the system if you are online with the panel. To make changes, double click inside the appropriate box and use the Backspace key to delete the information to be changed.

To delete a user and all code information, highlight the entire user code row by clicking in the gray box on the left so that the row is highlighted. Press Delete then choose Save Changes.

Place your mouse pointer here and, when it changes to an arrow, click the right mouse button to highlight the row.



Partition	User No.	Password
1	1	12345
1	2	3551
1	3	3333
1	4	4444
1	5	555
1	6	666

**Note:** User codes can be encrypted if the account number in the panel is different than that in the custom program file you are sending to the panel. To avoid encrypted codes make sure the account number in the Communication section of the panel's programming matches the account number in the custom Remote Access file.

## Access Code

### Authority Level: 7

Use this option when entering or making changes to the code required to access a panel's Programmer . The Access Code prevents unauthorized persons from gaining access and making changes to the programming.

After selecting this option, the Remote Access Code box appears and asks you to enter the panel's access code before proceeding. The Remote Access Code box contains the following items:



Select the source from which you want the Remote Access program to retrieve the Access Code. Selecting File retrieves the code from the account file. Selecting Panel retrieves the code from the panel.

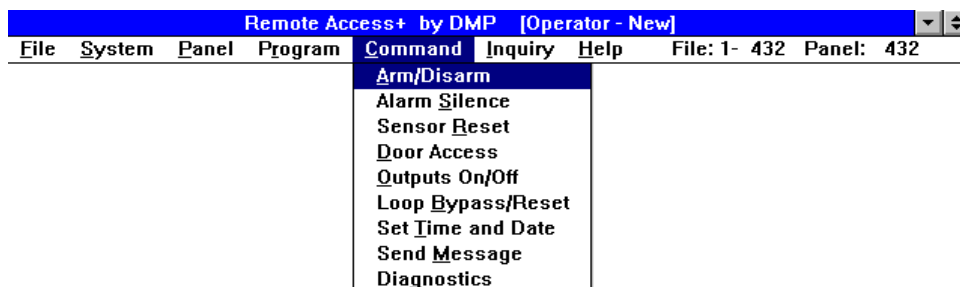
**Code** - Use this text box to change the current access code in a panel or subscriber's database file. Enter a new access code of 1 to 5 digits.

**Save Changes** - Choose Save Changes to save the new code to the panel, file, or both. Use the Source option button to select File or Panel.

**Exit** - After saving the access code, choose Exit to return to the main menu.

**Source** - Use Source to direct the access code change to either the account file in Remote Access or to the subscriber's panel. You must be online with the panel.

# Command Menu



## Menu Options

- Arm/Disarm - Arms one or more active areas of an account
- Alarm Silence - Silences the panel's alarm bell output
- Sensor Reset - Resets the panel's switched auxiliary power
- Door Access - Activates keypad door relay for five seconds
- Outputs On/Off - Changes the output operation of panel's relays
- Loop Bypass/Reset - Bypasses and resets panel zones
- Set Time and Date - Sets panel time/ date to match host computer's
- Send Message - Sends messages to account's keypad or printer
- Diagnostics - Performs remote diagnostic routines on panel

## When to use

Use the Command Menu when performing remote control or diagnostic functions on a subscriber's panel. These are the same functions an end user can access from their keypad.

## Arm/Disarm

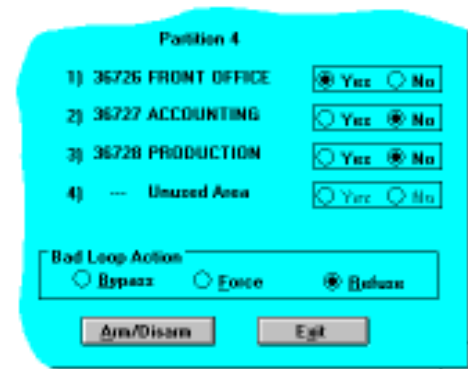
### Authority Level: 5

This option allows you to arm one or more active areas within any of the partitions enabled in the panel. The Remote Access program first shows the current status of all areas in the panel and then allows you to select and arm each one individually. Before arming, you can select the Bypass, Force, or Refuse options for the selected area's faulted zones.

# Arm/Disarm continued

## How to use Arm/Disarm

1. From the Command menu, select Arm/Disarm. Remote Access automatically downloads the armed area information from the panel and displays the Remote Arm/Disarm window. This window contains a list of programmed areas and partitions for the panel and their current armed status. It also shows the Bypass, Force, and Refuse options, and Arm/Disarm and Exit buttons.



All armed areas have the Yes option button selected. The Yes/No buttons for all nonactive areas are shaded gray.

2. To *arm* or *disarm* an active area, click on the Yes or No option for that area. Choose Arm/Disarm to send that information to the panel. A Remote Arm/Disarm box appears noting successful arming or disarming.

Important!

**Caution:** The area(s) you select will arm instantly without any exit delay time.

3. Choose Exit to quit the Arm/Disarm option and return to the main menu.

## Bad Loop Action

During remote arming, some zones in the selected areas may not be in a normal condition. Using the Bypass or Force option allows you to arm the area while leaving the faulted zones out of the system.



- Bypass - Faulted non-priority zones in the selected areas are bypassed until disarmed.
- Force - Faulted non-priority zones in the selected areas are force armed and are included back in the system should they restore to normal.
- Refuse - The remote arming is refused by the system and arming cannot take place until the faulted zones are restored to normal.

## Status Messages

"Armed successfully ." - The area(s) have been armed.

"Armed successfully . Some loops have been (Bypassed or Force Armed)."

"Disarmed successfully ." - The area(s) have been disarmed.

"Unable to disarm. Command disabled in panel." - The remote disarm option has been set to No in the panel's Remote Options programming.

"Unable to arm. # bad loops." - The area(s) cannot be armed because there are nonbypassable zones faulted.

## Alarm Silence

### Authority Level: 5

The Alarm Silence option allows you to turn off the alarm bell relay output of the panel during an alarm condition. If the panel contains area bells on individual outputs, use the Outputs On/Off command to silence each output.

### How to use Alarm Silence

1. From the Command menu, select Alarm Silence. A confirmation box appears asking "Are you sure?" with No and Yes command buttons.
2. Select Yes to silence the panel's alarm output. The Remote Access program displays "Alarm silenced successfully ." Choose the Okay button to return to the main menu.
3. Select No to quit this option and return to the main menu.

### Status Messages

"Alarm silenced successfully" - The panel's alarm output has been silenced during an alarm condition.

"Unable to silence alarm" - The panel's alarm output has not been silenced.

## Sensor Reset

### Authority Level: 5

The Sensor Reset option allows you to momentarily remove power from the panel's switched auxiliary power terminal. Devices such as smoke and glassbreak detectors connected to this terminal are powered down for five seconds allowing them to reset.

This option does not reset devices connected to auxiliary power supplies.

### How to use Sensor Reset

1. From the Command menu, select Sensor Reset. A confirmation box appears asking "Are you sure?" with No and Yes command buttons.
2. Select Yes to momentarily remove power from the panel's switched auxiliary power terminal. The Remote Access program displays "Sensors reset successfully ." Choose the Okay button to return to the main menu.
3. Select No to quit this option without resetting the sensors and return to the main menu.

### Status Messages

"Sensors reset successfully ." - The panel's switched auxiliary power has been reset.

"Unable to reset sensors." - The panel's switched auxiliary power has not been reset.

## Door Access

### Authority Level: 5

This option allows you to remotely activate the Door Access relay of the Models 693, 771, 791, and 793 Security Command and Easy Entry™ keypads. You must know the address number of the keypad to which the door strike is connected.

After a successful activation, the Door Access box remains on screen for you to enter another number .

### How to use Door Access

1. From the Command menu, select the Door Access command. A Door Access box appears with a Door Number prompt and Send and Exit command buttons.
2. Enter the keypad address number and choose Send.
3. The Remote Access program displays "Door access successfully sent".
4. Choose Okay to return to the main menu.

### Status Messages

"Door access successfully sent." - The door access relay on the specified keypad address has been activated for five seconds.

"Unable to send door access." - The Remote Access program cannot send the door access information due to loss of contact with the panel.

## Outputs On/Off

### Authority Level: 5

This option allows you to remotely turn on or off, and specify the operation of, any of the panel's output relays. You can specify either Steady , Pulse, Momentary , or Off for the output operation.

### How to use Outputs On/Off

1. From the Command menu, select the Outputs On/Off command. An Outputs On/Off box appears with an Output Number prompt, four output options, and Send and Exit command buttons.
2. Enter the output number you want to operate and select one of the Steady , Pulse, Momentary , or Off options.
3. Choose the Send button.
4. The Remote Access program displays the confirmation "Output command successfully sent."
5. Choose the Okay button to return to the Outputs On/Off box.
6. Choose Exit to return to the main menu.

### Status Messages

"Output command successfully sent." - The output number and operation you entered has been accepted by the panel.

"Invalid output number ." - The output number you entered is out of the range of the panel.

## Loop Bypass/Reset

### Authority Level: 5

This option allows you to remotely bypass and reset any bypassable zone on the panel.

### How to use Loop Bypass/Reset

1. From the Command menu, select the Loop Bypass/Reset command. The Bypass/Reset box appears with a Loop/Zone Number prompt, Bypass and Reset option buttons, and Send and Exit command buttons.
2. Enter the zone number you want to bypass or reset, select Bypass or Reset, and choose the Send button.
3. The Remote Access program displays "Zone bypassed (or reset) successfully ."
4. Choose the Okay button to return to Zone Bypass/Reset dialog box.
5. Choose the Exit button to return to the main menu.

### Status Messages

"Zone bypassed (or reset) successfully ." - The zone you specified has been successfully bypassed or reset.

"Unable to bypass (or reset) zone." - The zone you specified cannot be bypassed. Check the panel's programming to see if this is an unused or priority zone.

**Use caution when bypassing:** The Remote Access program allows you to bypass zones that cannot be bypassed by the end user , such as fire and panic zones. Be certain of the zone type and the implications of bypassing it before using this option.

## Set Time and Date

### Authority Level: 5

This option allows you to set the time and date in the panel to the host computer's time and date.

### How to use Set Time and Date

1. From the Command menu, select the Set Time and Date command. A dialog box appears asking "Are you sure?".
2. Choose Yes to set the panel's time and date to match that of the host computer .
3. The Remote Access program displays "Time and Date set successfully ."
4. Choose the Okay button to return to the main menu.
5. Choose the No button to quit this option before setting the time and date and return to the main menu.

### Status Messages

"Time and Date set successfully ." - The panel's internal clock and calendar have been set to match the host computer's.

"Unable to set Remote Time and Date." - The panel's internal clock and calendar cannot be set. Check the panel type (XR10 does not have an internal clock).

## Send Message

### Authority Level: 5

This option allows you to send a 16 character message to the panel that is either displayed on the Security Command keypad or printed on a local printer . You can also send a Serviceman message that is displayed on keypad address one whenever a service module is used on the panel.

### How to use Send Message

1. From the Command menu, select the Send Message command.
2. The Remote Access program displays a Send Message to Panel dialog box. This box contains a message area (for entering up to 16 characters of text), Keypad, Printer , and Serviceman option buttons, and Send and Exit buttons.
3. Enter in the message you want to have sent to the panel.
4. Select either the Keypad, Printer , or Serviceman option and choose Send. If sending a message to the keypad, enter in the keypad address 1 to 8.
5. The Remote Access program displays "Message sent successfully".

### Status Messages

"Message sent successfully ." - The panel has received the message from the host computer .

"Invalid device." - The keypad option has been selected but no keypad address has been entered.

## Diagnostics

### Authority Level: 5

This option allows you to perform remote diagnostic routines on DMP Command Processor™ panel expanded zones.

### How to use Diagnostics

1. From the Command menu, select the Diagnostics command.
2. Remote Access displays a Remote Expansion Loop Diagnostics dialog box. This box contains option buttons for selecting Zone Numbers 100 to 199 through 400 to 499, a Request button, Exit button, and a display panel that shows the results of the remote zone diagnostic routine.
3. Select the correct zone number range and choose Request.

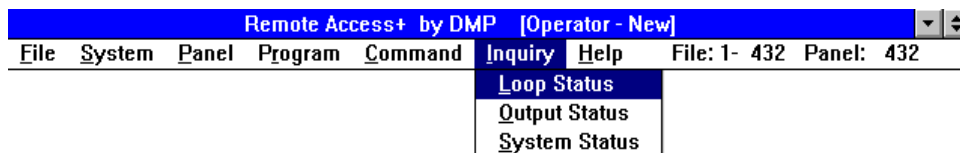
The Remote Access program queries the panel's zone expansion bus and reports the following condition of its zones:

Error	Meaning
Missing	Zone expander is not responding to the panel's polling.
Overlap	Two or more zones are sharing the same address.
None	Zone conditions are normal on the expansion bus
Extra	Zones are detected that have not been programmed

4. Choose Exit to quit Diagnostics and return to the main menu.



# Inquiry Menu



## Menu Options

- Loop Status - Provides current status of panel zones
- Output Status - Provides current status of panel outputs
- Sytem Status - Provides current panel electrical status

## When to use

Use the Inquiry Menu to determine the current status of the subscriber's zones, relay outputs, or system monitors such as AC and battery .

The Inquiry option only allows you to view the current status of the selected functions. If you want to make changes to the panel's zone or output operation, you must use the appropriate option in the Command menu.

## Loop Status

### Authority Level: 5

This option allows you to determine the current status of the subscriber's system. The Remote Access program allows you to see if any zone is bypassed, forced, open, or normal or if any areas are disarmed.

### How to use Loop Status Inquiry:

1. From the Inquiry Menu, select Loop Status.
2. A Remote Loop Satus Inquiry box appears. Select the partitions and areas in which the zones you want to inquire about are programmed. Enter a starting zone number for the inquiry . You can enter any zone number within the programmable range of the panel.
3. Choose the Request button.
4. Remote Access retrieves the information from the panel and fills in the display panel to the right.

## Output Status

### Authority Level: 5

This option allows you to check the status of the subscriber panel's relay outputs. The output options are selected by the installing alarm company at the time the system is first programmed.

### How to use Output Status Inquiry

1. From the Inquiry menu, select Output Status.
2. A Remote Output Status Display box appears and prompts you to enter a starting output number . You can also choose the Request button to first get the status of all outputs currently programmed in the panel.
3. Remote Access retrieves the output status from the panel and displays the information in the panel to the right.

Following the output number and name is the output status.

## System Status

### Authority Level: 5

The System Status option allows you to confirm the status of the subscriber panel's system monitors.

### How to use SystemStatus

1. From the Inquiry menu, select System Status. A Remote Panel Status box appears containing various monitor options such as AC Power , Battery Power , and Telephone line status.
2. Choose the Request command button to retrieve the current system status information from the panel.

If there are dashes after any of the system monitor items, those features have been disabled in programming or are not compatible with the current panel type.

# Remote Programming

## About this chapter

The Remote Programming chapter attempts to describe some of the more common tasks you would normally perform when conducting remote programming sessions with subscribers' panels. The tasks are indexed in the Chapter Contents section below:

## Chapter Contents

Creating a new account file .....	12-2
Deleting an open account file .....	12-3
Creating a programming file .....	12-3
Opening an existing account file .....	12-4
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Connecting with a panel .....	12-5
Sending a file to a panel .....	12-5
Retrieving a file from a panel .....	12-6
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Changing a panel's access code .....	12-7
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## Additional information

All task descriptions in this chapter assume that you are logged onto Remote Access with a level 9 authority . If you have a lower authority level, some of the functions discussed might not be available.

If you cannot access a particular function, refer to the authority level shown for that function in the Menu section of this guide or contact your system administrator or supervisor .

## Creating a new account file

For each of your subscriber accounts you'll want to create a new account file for the Remote Access database. This file includes the subscriber's address, important phone numbers, an emergency call list and responsible parties, and a few details about the system that you may need when processing account activity.

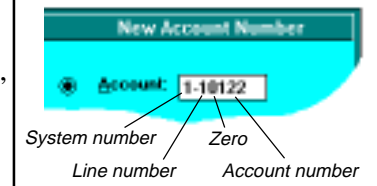
To simplify creating the account file, you can copy an existing file, make the appropriate changes, and save the new account information under the new subscriber's file name.

### To create a new file:

1. From the File menu, select New . The **New Account Number** window appears.
2. In the Account text box at the top of the window , enter the system number and the new account number for the account. Go to number 3.

Enter the system number followed by the new account number.

If you're creating a new **multiplex** account, enter the system number, line number, zero, and then the 3-digit account number (000 to 127).



### To copy an existing file

Enter the account number of an existing account file whose information you want to copy . Go to number 4.

3. Select the panel type for the account by clicking on the option button to the left of the model number .
4. Choose **Open**. The **Account Information** window appears. Enter the new account information and choose Save.

**Note:** You must save the account file even if you do not enter any information. If an account name has not been entered when you save the file, Remote Access automatically puts the system and account numbers in the **Name** text block to allow identification of the file.

The Account Information window can always be accessed once the account file is saved to allow you to update or add to its content.

5. After entering and saving the account information, choose Exit.
6. The Remote Access menu bar now shows the Program menu title active. If you have a level five authority or higher , you can begin creating the account programming file. Refer to **Creating a programming file**.

Choose Exit to quit and return to the main menu without opening a new account file.

Enter the subscriber's name and mailing address.

Enter the names and phone numbers of the responding police, fire, or medical emergency agencies.

Enter the names and phone numbers of responsible parties who can respond to the account.

Enter the phone numbers and IP address (if used) of the subscriber and panel.

This text box is for entering special notes regarding the account such as whether a dog is on site or where keypads are located.

## Deleting an Open Account File

If you need to delete an account file, choose File then Open. Remote Access opens the Account Information box. Choose the Delete button to delete the file. Choose Yes in the Are you sure? dialog box.

## Creating a programming file

After you've created a subscriber's account file, you'll want to also create a programming file that contains all the program options selected for their system. There are two ways you can create this file:

1. Select each item in the Program menu and manually enter the program options *or*
2. Contact an already programmed panel and upload its information into the account programming file.

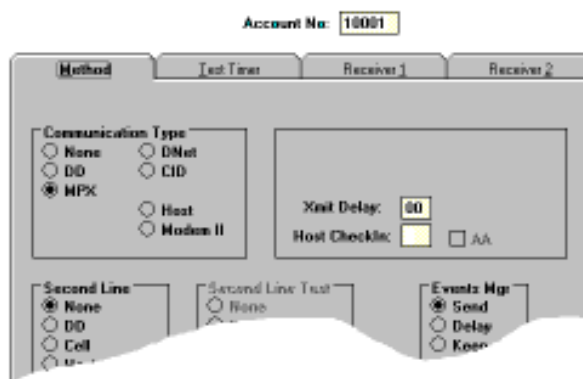
To simplify creating a programming file, you can also copy an existing account file, make any necessary changes, and save the new program file under the new subscriber's file name.

### To create a new program file:

1. From the Program menu, select Communication.

#### 2. The **Remote Communication Programming** window

appears with the account number displayed at the top and the Method tab selected. The programming options available on any of the screens will vary depending on the panel type you specified for the account. For example, you won't see the option for MPX (multiplex) communication when an XR10 Command Processor has been specified.



3. Make the appropriate selections under Method and then select the tabs for Test Timer, Receiver 1, and Receiver 2.
4. When all options have been selected in Communication choose Save Changes to save this portion of the programming file to Remote Access.
5. Choose Exit to quit the Remote Communication Programming window.
6. From the Program menu, select Device Setup (you must be online with a panel). The Remote Device Setup window appears.

Continue these steps until all necessary programming options have been made to complete the account's programming file.

Once completed, you can use the program file to download to a unprogrammed panel, make changes to an existing panel's program, or to review selected program options.

## Opening an existing account file

To open an existing file:

1. From the File menu, select Open.
2. The **Account Number** window appears allowing you to open the existing file using either the account number, Name, Panel Phone, or a Locator.

Select the Look Up option then select either of the following:

**Account Information** - Opens the Account Information window. Selecting this option also activates the Program menu title for updating or adding to the account's programming file.

**Programming Information** - Activates the Program menu only for updating or adding to the account's programming file.

3. Choose Look Up. The account information at the top of the window is filled in allowing you to confirm whether this is the correct file. If not, use the Previous and Next buttons to find the correct file.
4. Choose Open. The Account Information window appears allowing you to make and save changes to the account file.

## Using Account File Templates

You may find it convenient to create account file templates for the types of accounts you create most often such as commercial fire, commercial burglary, or residential burglary. To create a template:

1. From the File menu, select New. The **New Account Number** window appears.
2. In the Account text box at the top of the window, enter the system number and a dummy account number for the template.

Select the panel type for the template by clicking on the option button to the left of the model number.

3. Choose **Open**. The **Account Information** window appears. Enter only that information specific to the type of template you're creating.

**Note:** If you Save the file without entering any information, Remote Access automatically inserts the system and account number in the "Name" text box.

4. Enter a Locator (such as XR200FIRE, or XR20BURG) to help you easily identify the template. After entering the template account information, save the file and choose Exit.
5. From the Program menu, enter the specific programming information needed for the template such as Communication and System Report options. Once all the programming options have been selected, close the account template file.

**Important:** Do not enter any user codes into the template file. These should be added after the file has been saved under the new account number and the account number has been added to the Communication section of the programming file.

## Connecting with a Panel

### To connect with a panel:

**Note:** Do not go to File/Open, open the custom file, and then go to Panel/Connect. This will cause an Error message. Instead, open the custom file from the Panel/Connect dialog box as described here.

**Home Area Code:** In this box, enter the area code from which the Remote Access computer is calling. When this area code, and the area code in the Panel Phone are the same, Remote Access only dials the 1 prefix and the phone number.

1. From the Panel menu, select Connect. The **Connect to Panel** window appears.
2. Enter the system and account number of the panel you'll be contacting then choose Look Up. If you don't have the account number, you can also search for the account file using the Name, Panel Phone, IP address, or Locator.

If this is a new account file, you'll get an "Account not on file" message.

Select Yes to add this file to the Remote Access database.

Select No to continue without adding this file to the database.

3. Choose Connect. Remote Access has successfully connected with the subscriber's panel when the Connect box appears. Choose Okay to continue.
4. Choose Exit to close the Connect to Panel box. The Program, Command, and Inquiry menu titles are now active and the panel's account number is displayed in the Remote Access menu title bar.

## Sending a file to a panel

While online with a panel, you can send a previously saved program file from the Remote Access database. You must have the file open before it can be sent.

### To Send a File:

1. From the Panel menu, select Send. The **Send File to Panel** window appears.
2. Remote Access then prompts you on whether to clear the panel's Code, Schedule, Loop, or Area information prior to sending the file. Selecting these options can help ensure that any incorrect data is cleared before the new file information is sent.

The status bar keeps track of the loading progress.

Under this is a "Changes Only?" option to send only changed programming information to the panel.

4. After making your selections, choose Send. While the file is being sent, Remote Access displays the percentage of completion for the transfer.
5. When completed, Remote Access shows the data transfer bar at 100%. Choose Exit to quit and return to the main menu.

Only the Codes, Schedules, Loops, and Areas currently being used in the panel are sent in the new file. Unused codes, schedules, and loops are not sent to the panel to shorten the transmit time.

3. The Send File to Panel window also shows the date and time of any previous programming file retrieval from the panel.

## Retrieving a file from a panel

You can retrieve a program file from a subscriber's panel to update an older Remote Access file or to create an original file for a new account.

### To Retrieve a program file:

1. From the Panel menu, select Retrieve.
2. The Retrieve File from Panel window appears. Choose Retrieve to copy the panel's file to Remote Access. While the file is being retrieved, Remote Access displays the percentage of completion for the transfer.
3. When completed, Remote Access saves the new programming file and displays the date and time under "File Retrieved from Panel".
4. Choose Exit to quit the Retrieve function.

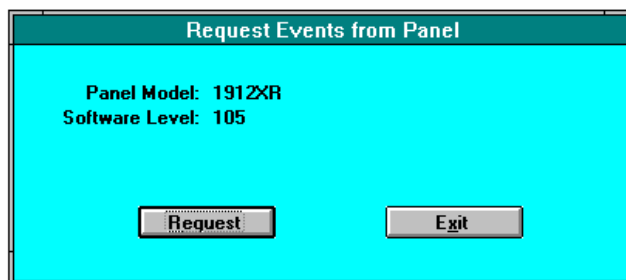
*If you are connected to a panel and cannot access the Retrieve function make sure you have an account file in the Remote Access database. Refer to Creating an account file earlier in this chapter.*

## Requesting saved events from a panel

You can retrieve the stored event log from a panel while on line and save it to a special temporary file in Remote Access.

### To request stored events from the panel:

1. From the Panel menu, select Request Events.
2. The "Request Events from Panel" window appears. Choose Request to copy the panel's event log. Choose Exit to quit Request Events.



3. If you selected Request, Remote Access displays an "Are you sure?" box. Select Yes to continue. Select No to quit Request Events.
4. When the upload is complete, a "Request Events complete" message is displayed. Choose Okay to continue.

This information is saved to a special file in the Remote Access program that you can view by using the Print option in the file menu. See the File Menu chapter.



## Trapping a panel

You can set a trap for a panel that causes Remote Access to hold the panel online allowing you to either upload a new or revised programming file or disable a runaway zone.

The Trap function only works if you are using Remote Access to monitor the panel or if it is in the pass-through mode between the SCS-1 Receiver and the Host automation system.

For a complete description of trapping a panel, refer to Trap in the Panel Menu section of this user's guide.

## Hanging up on a panel

This option allows you to go "on-hook" on any receiver line to disconnect a panel. Hangup is not intended to be used for normal disconnects but instead for after a panel drops off line and you want to disconnect Remote Access from the phone line.

### To Hangup a receiver line:

1. From the Panel menu, select Hangup.
2. Enter in the line number you want to go "on-hook".
3. Choose Hangup.

## Changing a panel's access code

The panel's Access Code is used to restrict access to the programming options contained in the panel. Only those authorized operators with the correct code are able to view the current panel programming or make any changes.

### To change the panel's Access Code:

1. From the Program menu, select Access Code.
2. The Remote Access Code box appears with the cursor flashing in the Code: text box. Enter up to five digits for the panel's Access Code.
3. If you are changing a panel's program, select the Panel option button and choose Save Changes.
4. If you are changing an account file in stored Remote Access, select the File option button and choose Save Changes.
5. Choose Exit to return to the main menu.

## Cold calling a new panel

This feature allows you to contact a new panel that has a factory default account number of 12345 and download a program file with a different account number.

Because the account number in the Remote Access file and the account number in the panel must match before a connection can be made, you will have to close the account file and contact the panel using the account number of 12345 in the **Connect to Panel** box.

Follow the steps below to cold call a new panel:

1. Create a new account and programming file for the panel you are about to contact. Close the file using the **Close** option in the **File** menu.
2. Select **Connect** under the Panel menu to open the **Connect to Panel** window.
3. In the Account text box, enter the account number **12345** and choose Look Up. You'll now get a **Connect Look Up** box saying, "Account not on file. Do you want to open a new file?" Choose **NO**. The box closes.
4. Enter the panel phone number and choose **Connect**. Remote Access dials the panel phone number. As the phone is ringing at the premises where the panel is located, the installer or service technician presses 9+8+4+Command on the keypad. The keypad then displays **PICKUP**.
5. The installer/technician presses the Select key under **PICKUP**. The keypad now displays **LINE SEIZED** indicating that the panel has seized the phone line and is verifying access keys with the Remote Access computer.

Once the keys are verified, a dialog box appears indicating whether you connected as the alarm or service receiver and what the panel's type and firmware revision number are. At this point, choose **Exit**, pull down the **File** menu and **Open** the previously saved account file.

From the **Panel** menu, select **Send** to send the new program file to the panel.

# Appendix A

## About the Appendix

The Appendix provides you with a collection of information that had either not been included in earlier sections of this guide or are noteworthy enough to be duplicated here for reference.

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## Keyboard shortcuts

The following keys on the keyboard can be used in a window or a full screen when you're in the Remote Access program.

Press	To
F1	Acknowledge alarms in the Alarm List
F1	Context sensitive Help when not in the Alarm List
F2	Disable a signal displayed in the Alarm List
F3	Display the Alarm List
F4	Display the Disabled List from the Alarm List
F9	Remove a signal from the Alarm List
F11	Display Operator Log On/Off box
Ctrl + Esc	Switch to the Task List
Alt + Tab	Switch to the application you last used. Or switch to the next application by pressing and holding down Alt while repeatedly pressing Tab.

## Menu keys

Use the following keys to select menus and choose commands.

<b>Press</b>	<b>To</b>
Alt + (letter)	Hold down the Alt key then press the underlined letter in a menu title. This opens (pulls down) the menu.
Left/Right Arrow	Move between menus.
Up/Down Arrow	Move between commands.
Enter	Choose the selected menu name or command.
Esc	Cancel the selected menu name or close the open menu.

## Editing keys

Use the following keys to edit text in a dialog box or window .

Backspace	Delete the character to the left of the insertion point.
Del	Delete the character to the right of the insertion point.

## Dialog box keys

Use the following when working in a dialog box.

<b>Press</b>	<b>To</b>
Tab	Move from option to option (left to right and top to bottom).
Shift + Tab	Move from option to option in reverse order .
Alt + (letter)	Move to the option or group whose underlined letter or number matches the one you type.
Alt + Down Arrow	Open a list.
Space Bar	Select an item in a list when multiple items are available.
Enter	Carry out a command.
Esc or Alt + F4	Close a dialog box without completing the command.

## SCS-1 System Configuration Record Sheet

System No: \_\_\_\_\_

Company Name: \_\_\_\_\_

Receiver Key: \_\_\_\_\_

## SCS-1 Line Configuration Record Sheet

Line No: \_\_\_\_\_ Line Type: ☐ None ☐ MPX ☐ DD ☐ Asyn

Phone No: \_\_\_\_\_ Billing No: \_\_\_\_\_

Comment: \_\_\_\_\_

Line No: \_\_\_\_\_ Line Type: ☐ None ☐ MPX ☐ DD ☐ Asyn

Phone No: \_\_\_\_\_ Billing No: \_\_\_\_\_

Comment: \_\_\_\_\_

Line No: \_\_\_\_\_ Line Type: ☐ None ☐ MPX ☐ DD ☐ Asyn

Phone No: \_\_\_\_\_ Billing No: \_\_\_\_\_

Comment: \_\_\_\_\_

Line No: \_\_\_\_\_ Line Type: ☐ None ☐ MPX ☐ DD ☐ Asyn

Phone No: \_\_\_\_\_ Billing No: \_\_\_\_\_

Comment: \_\_\_\_\_

Line No: \_\_\_\_\_ Line Type: ☐ None ☐ MPX ☐ DD ☐ Asyn

Phone No: \_\_\_\_\_ Billing No: \_\_\_\_\_

Comment: \_\_\_\_\_

## Remote Access Configuration record sheet

### Remote Access

Require Logoff ☐ No ☐ Yes Automatic Panel Recall Check ☐ No ☐ Yes

### Receiver 1

Comm Port: \_\_\_\_\_ Baud Rate: \_\_\_\_\_ Panel Connection: ☐ SCS-1/SCS-105 ☐ HST Mon.Start Char. : \_\_\_\_\_ Areas: ☐ Bin ☐ Dec ☐ Direct ☐ Ether-Com Prog ☐ NoneCRC: ☐ No ☐ Yes Line # Length: ☐ - ☐ One ☐ TwoLoop # Length: ☐ 2 ☐ 3 ☐ 4 User # Length: ☐ 2 ☐ 3 ☐ 4

### Host

Com: \_\_\_\_\_ ☐ Pass Through

### Defaults

1512: \_\_\_\_\_ 1712/1812: \_\_\_\_\_ 1912: \_\_\_\_\_ 1912XR: \_\_\_\_\_

XR10: \_\_\_\_\_ XR20: \_\_\_\_\_ XR5: \_\_\_\_\_ XR200: \_\_\_\_\_ XR200/485: \_\_\_\_\_

## Operator Passwords

[illegible]

**Suggestion:** Photocopy this page and keep operator password information stored in a safe place.

## SCS-1 Receiver Record Sheets

This section of Appendix A allows you to track the options selected in the SCS-1 Receiver configuration. This information is important to have on hand in the event you need to restore the SCS-1 Receiver system.

Each of the record sheets is preceded by the 3-letter designation found on the SCS-1 Receiver main screen.

### NET Network Definitions Record Sheet

Line Number: \_\_\_\_\_ Next Panel Number Available: \_\_\_\_\_

Account Number Range: \_\_\_\_\_ to \_\_\_\_\_ Total Panel Numbers In Use: \_\_\_\_\_

### OPC Operator Codes

Operator	Code	Level	Operator	Code	Level
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

### CON SCS-1 Configuration Record Sheet

System No: \_\_\_\_\_

Line	Type	Phone Number	Bill Number	Comment	ERR	Calls
1	_____	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____	_____

### LSU Line Setup Record Sheet for Lines 1 to 5

#### Line Number 1 Configuration

Set To Defaults: \_\_\_\_\_ Use Modem Controls (R TS, CTS, DTR, CD): \_\_\_\_\_ Baud Rate: \_\_\_\_\_

Auto Flags: \_\_\_\_\_ SNRM: \_\_\_\_\_ Response Timeout: \_\_\_\_\_ Carrier Locked On Processing: \_\_\_\_\_

Inter Poll Delay: \_\_\_\_\_ Failures To No Response: \_\_\_\_\_

#### Line Number 2 Configuration

Set To Defaults: \_\_\_\_\_ Use Modem Controls (R TS, CTS, DTR, CD): \_\_\_\_\_ Baud Rate: \_\_\_\_\_

Auto Flags: \_\_\_\_\_ SNRM: \_\_\_\_\_ Response Timeout: \_\_\_\_\_ Carrier Locked On Processing: \_\_\_\_\_

Inter Poll Delay: \_\_\_\_\_ Failures To No Response: \_\_\_\_\_

**LSU Line Setup Record Sheet for Lines 1 to 5** continued**Line Number 3 Configuration**

Set To Defaults: \_\_\_\_ Use Modem Controls (R TS, CTS, DTR, CD): \_\_\_\_ Baud Rate: \_\_\_\_  
 Auto Flags: \_\_\_\_ SNRM: \_\_\_\_ Response Timeout: \_\_\_\_ Carrier Locked On Processing: \_\_\_\_  
 Inter Poll Delay: \_\_\_\_ Failures To No Response: \_\_\_\_

**Line Number 4 Configuration**

Set To Defaults: \_\_\_\_ Use Modem Controls (R TS, CTS, DTR, CD): \_\_\_\_ Baud Rate: \_\_\_\_  
 Auto Flags: \_\_\_\_ SNRM: \_\_\_\_ Response Timeout: \_\_\_\_ Carrier Locked On Processing: \_\_\_\_  
 Inter Poll Delay: \_\_\_\_ Failures To No Response: \_\_\_\_

**Line Number 5 Configuration**

Set To Defaults: \_\_\_\_ Use Modem Controls (R TS, CTS, DTR, CD): \_\_\_\_ Baud Rate: \_\_\_\_  
 Auto Flags: \_\_\_\_ SNRM: \_\_\_\_ Response Timeout: \_\_\_\_ Carrier Locked On Processing: \_\_\_\_  
 Inter Poll Delay: \_\_\_\_ Failures To No Response: \_\_\_\_

**LSU Host Configuration Record Sheet**

Set To Defaults: \_\_\_\_

Host Test Interval: ____	Area Format: ____
Acknowledge Timeout: ____	Retries To Host Failure: ____
Line Number Length: ____	Serial 3 Messages: ____
Loop Number Length: ____	Print Always: ____
User Number Length: ____	CRC: ____
Host Baud: ____	Sequence Number: ____
Start Character: ____	Area Names With Loops: ____
Stop Character: ____	Use "z" Loop Messages: ____
Abort By User: ____	Alpha Message Length: ____
Update Time To Panels: ____	Hours From GMT : ____



# Appendix B

## Introduction

Appendix B provides troubleshooting information in the form of a Frequently Asked Questions format. The questions contained in this appendix are taken directly from the phone conversations between DMP Technical Support and our dealers. The questions have not been put into categories but have each been answered and reviewed.

## Frequently Asked Questions

- Q.** Why are the user codes in my panel all scrambled?
- A.** You probably connected to the panel using an account number different than the one programmed in the panel's Communication section. If the panel installed at the account is a 1912XR, XR200, or other multi-account system, you might be using the account number assigned to one of the areas.
- To view the correct codes, disconnect from the panel and enter into the Account File and Program File the same account number programmed into the panel's Communication section. Reconnect with the panel.
- Q.** How can I make the modem dial DTMF?
- A.** In the Connect to Panel box, enter a capital T in the Prefix textbox when attached to the Model SCS-105, the SCS-1 Receiver call only dial pulse.
- Q.** I just installed Remote Access, now what do I do?
- A.** You need to first log on and then configure the Remote Access program and the SCS-1 Receiver and SCS-1 Line Cards. Detailed instructions for this can be found in the Logging On section.
- Q.** A new panel will not stay online with Remote Access?
- A.** The account number in the account file you have open while trying to connect with a panel must match the account number programmed into the panel. It's usually a good idea to use a default account number of 12345 in the new account file as this is the default account number entered into every new panel shipped from DMP. Once connected, this account number can be changed to a unique account number.
- Q.** Is Remote Access compatible with Windows 95?
- A.** Yes. However, you do have to make sure that your system has the required drivers for the com ports being used by Remote Access.

## Frequently Asked Questions continued

- Q.** I've connected to a panel but cannot access the Retrieve function?
- A.** You must have the account file in the Remote Access database. Refer to "Creating a new account file" in Chapter 11 Remote Programming.
- Q.** What is the default Log on code and user name?
- A.** New.
- Q.** What is the Receiver Timeout Message? Why do I get an hourglass mouse cursor before I get this message?
- A.** The modem and computer are not communicating correctly.
- Q.** What do I need to do for normal maintenance on my Remote Access computer?
- A.** As with any computer running Windows and Windows applications, you should have a program of regular maintenance to keep the system optimized. The *Microsoft® Windows™ User's Guide* has a chapter titled *Maintaining Windows with Setup* that you should refer to for information. There are also utilities available on your system such as SCANDISK and DEFRAG that should be used regularly.
- Q.** What's the correct way to copy user codes from a panel?
- A.** First, remember that Remote Access only copies user codes in groups of 25 users at a time. Once you're online with the panel, choose User Codes from the Program menu and in the **Remote User Codes** box you'll see a text area titled **User Number:.** Enter 1 and then choose Request to copy the first 25 users from the panel. You can then enter number 26 to copy users 26 to 50, and 51 to copy users 51 to 75, and 76 to copy users 76 to 100.
- Q.** What happens to my user codes when I change the account number on a panel or when I change the number of partitions in a 1912XR or XR200 Command Processor Panel?
- A.** To prevent former users from accessing a system after it has been assigned to another account, and this is particularly true with leased systems, Remote Access automatically clears all user codes and installs the default user code of 99 into the panel.

# Glossary of Terms

**Account** - A residence or business whose alarm system is being maintained or monitored by an alarm company or central station.

**Active** - The window or icon that you are currently using or that is currently selected. Only one window or icon can be active at a time. Keystrokes, mouse selections, and commands affect the active window or icon. If a window is active, its title bar changes color to differentiate it from other windows. Windows on the desktop that are not selected are inactive.

**Application** - A computer program used for a particular kind of work, such as word processing or database management. This term is used interchangeably with "program".

**Application icon** - A graphic that represents a running application. This icon appears only after you start an application and then minimize (reduce) it.

**Background** - The area behind and outside the active window, including the desktop and any other application windows or icons.

**Baud rate** - The speed at which information can be transferred through a COM (serial) port. The Remote Access program transfers data at either 2400 or 9600 baud.

**Buffer** - A temporary storage place in memory for information.

**Cascading menu** - A menu that opens from within another menu. A menu selection with a cascading menu option displays an arrow to the right.

**Check box** - A small, square box that appears in a dialog box and that can be selected or cleared. When the check box is selected, an X appears in the box. A check box represents an option that you can turn on or off.

**Choose** - To use a mouse or keyboard key to pick an item that begins an action. You choose commands on menus to perform tasks and you choose icons to start applications.

**Clear** - Turn off an option by removing the X from a check box. You clear a check box by clicking it or selecting it and pressing the space bar.

**Click** - To press and release the mouse button.

**Close** - Remove a window or dialog box, or quit an application. You can close a window by choosing the Close command on the File menu.

**Command** - A word or phrase, usually found in a menu, that you choose in order to carry out an action.

**Command button** - In a dialog box, a button that carries out an action. A command button often has a label describing the action it carries out.

**Control Setup** - A menu selection that allows you to configure the keypad data bus on 1912 and 1512 command processor panels.

**CRT** - Short for Cathode Ray Tube, this is the term used to describe the monitor or screen used with a computer. The Remote Access program requires a color EGA, VGA, or SVGA monitor.

**Default settings** - Factory program settings supplied with Remote Access.

**Device** - A component of the system's hardware configuration, such as a modem, printer, mouse, or disk drive.

**Dialog box** - A window that contains messages or requests information to let you specify names, settings, and other properties for the command or option you've selected.

**File** - A collection of information that has been given a name and is stored on a disk.

**Firmware** - The silicon chip installed in DMP command processor panels that provide instructions for its operation.

**Host Computer** - Any computer connected to a DMP SCS-1 Receiver or SCS-105 Modem that has the Remote Access program installed.

**Icons** - Graphical representations of various elements in Windows.

**Inactive window** - Any open window that you are not currently working in.

**Insertion point** - The place where text will be inserted when you type. The insertion point usually appears as a flashing vertical bar.

# Glossary of Terms

**Menu** - A list of available commands in an application window. Menu names appear in the menu bar at the top of the window.

**Modem** - A communication device (**modulator/demodulator**) that enables computers to send and receive digital data over analog telephone lines.

**Open** - A menu option that displays the contents of a file in a window or enlarges an icon to a window.

**Option button** - A small, round button that appears in a dialog box. To select the option associated with the button, select it with the mouse pointer. Within a group of related options you can only pick one.

**Parity** - An error-checking procedure in which the number of 1's must always be the same - either even or odd - for each group to be transmitted without error.

**Record selector** - The gray bars on the left side of data entry/display windows that can be selected with the mouse pointer to highlight a row of data.

**RS-232** - A published standard that defines interface voltage, current levels, and other signal characteristics used to couple digital equipment to a transmission link.

**Scroll** - To move through text or graphics in order to see parts of the file or list that cannot fit on the screen.

**Scroll arrow** - An arrow on either end of a scroll bar that you use to scroll through the contents of the window or list box.

**Scroll bar** - A bar that appears at the bottom and/or right edge of a window when its contents are not entirely visible.

**Scroll box** - A box contained in each scroll bar. Drag the scroll box in the scroll bar to move a proportionate distance through the document.

**Select** - To mark an item so that a subsequent action can be carried out.

**Serial interface** - An interface between a computer and a serial device, such as a printer or modem, by which the computer sends single bits of information to the device, one after the other. Serial, asynchronous, and RS-232 interfaces are all the same type.

**Serial printer** - A printer using a serial interface that you connect to a serial port.

**Serial port** - A connection on a computer where you plug in the cable for a serial device. Windows supports COM1 through COM4.

**Subscriber** - A home or business whose system you are monitoring and/or maintaining.

**Text box** - In a dialog box, a box in which you type information. The text box may be blank or may contain text when the dialog box opens.

**Timeout** - If a device is not performing a task, the amount of time a computer should wait before detecting it as an error.

**Title bar** - A bar that appears at the top of the window that displays its name.

**Window** - A rectangular area on your screen in which you view an application or document. You can open, close, and move windows, and change the size of most windows.

**Windows application** - Used in this guide as a shorthand term to refer to an application that is designed to run with Windows and does not run without Windows.

## System Messages

As you use the Remote Access program, you will occasionally see system messages appear in pop-up boxes that alert you to some condition occurring in the system. Unlike system error messages, These system messages usually are informational only and most do not require any action on your part.

### **Standby - Panel will return call.**

The panel you are attempting to connect to has a telephone number programmed into the 'Remote Phone Number:' location. This requires the panel to hang up the phone line and then call that programmed phone number. This feature prevents unauthorized sites from connecting with the panel and performing remote commands or programming.

### **Alarm Receiver connected.**

The receiver has connected as the Alarm Receiver. Any alarm or immediate messages that occur while connected are sent directly to Remote Access.

### **Service Receiver connected.**

The receiver has connected as the Service Receiver. Any alarm or immediate messages that occur while connected will result in a **Panel Message Pending—Please disconnect** message. This alerts you to disconnect from the panel so it can call in the alarm information to the appropriate receiver.

### **Receiver not authorized to connect.**

The subscriber's panel you've contacted has not entered a valid user code at the 'Remote Authorize' menu. You can turn the 'Remote Authorize' display off in the menu display section of the panel's programming to disable this. (1512, 1812, and 1912 only)

### **Invalid receiver number.**

The receiver key in the receiver you are trying to connect to the panel with does not match the key that has been stored in the panel's 'Service Receiver' or 'Alarm Receiver' location. If you have recently changed the receiver key, this could be the cause of the problem. You can also toggle the 'Service Receiver' **NO YES** option in the panel to correct this.

### **Incorrect panel key for connect.**

The Panel Key information in the Remote Access Account Information does not match the Remote Key programming in the panel. Enter a new panel key either in the panel programming or the Account Information so these two numbers match.

### **File does not exist. Create new file?**

The specified command processor panel file does not exist.

### **Unable to arm - some loops bad.**

Select either Force or Bypass option button to arm with the bad loops.

### **Unable to disarm - command disabled.**

Remote disarm was not possible because the Remote Disarm option is turned off in the panel.

## System Error Messages

You may also occasionally see an error message displayed on screen that alerts you to some incompatibility between the program and a command or function you've entered.

Below is a list of the error messages you'll see:

### **Communication Error 1: User interrupt**

The operator pressed the Escape key before Remote Access was able to complete a message transaction with the SCS-1 Receiver or a command processor panel.

### **Communication Error 2: Receiver timeout**

No response was received from the receiver during the last remote message. This might be due to a defective Remote Access-Receiver data cable.

### **Communication Error 3: Receiver queue full**

The receiver had no space available in its outbound message queue to insert the last panel message. This is an unusual receiver condition and can sometimes require a receiver reset.

### **Communication Error 4: Unrecognized receiver command**

The receiver was unable to interpret the last command/request from Remote Access. This can indicate that invalid characters were entered into a Remote Access data field, such as telephone or line number, before the command/request was sent.

### **Communication Error 5: Control panel not connected**

An attempt was made to perform an operation on a panel without first connecting to that panel.

### **Communication Error 6: Control panel timeout**

A response to the last command/request was not received from the remote panel within the specified wait time. This can possibly indicate that the connection with the panel has been broken. Retry the last command and reconnect with the panel if necessary.

### **Communication Error 7: Invalid control panel response**

Invalid information was returned from the panel in response to the last command/request. This error can also indicate a defective Remote Access-Receiver data cable or noisy telephone line.

### **Communication Error 8: Unrecognized panel command**

The panel was unable to interpret the last command/request sent by Remote Access. This usually indicates information in a data field was entered incorrectly. For example, a numeric field out of range. DMP strongly recommends you retry the rejected panel command with correct data as inconsistencies in panel programming can develop as a result of this condition.

# Authority Levels Table

Below is a table that allows you to tell at a glance the required authority level for the Remote Access File, System, and Panel menu functions. You can also tell what the required authority level for a function is by looking up that function in the Remote Access User's Guide. The authority level is placed at the beginning of each function description.

Menu Function	Authority Levels								
File Menu	1	2	3	4	5	6	7	8	9
New	X	X	X	X	X	X	X	X	X
Open	X	X	X	X	X	X	X	X	X
Close	X	X	X	X	X	X	X	X	X
Print									
Account				X	X	X	X	X	X
Panel Programming					X	X	X	X	X
Activity	X	X	X	X	X	X	X	X	X
Panel Event Buffer					X	X	X	X	X
Recall Failure List	X	X	X	X	X	X	X	X	X
Database									
Purge								X	X
Compact								X	X
Repair								X	X
Convert SIMS Files								X	X
<b>System Menu</b>									
Alarm List	X	X	X	X	X	X	X	X	X
Log On/Off	X	X	X	X	X	X	X	X	X
Configure									
SCS 1 System									X
SCS 1 Line							X	X	X
Remote Access									X
Operator Passwords									X
<b>Panel Menu</b>									
Connect					X	X	X	X	X
Disconnect					X	X	X	X	X
Send					X	X	X	X	X
Retrieve					X	X	X	X	X
Request Events					X	X	X	X	X
Trap	X	X	X	X	X	X	X	X	X
Hangup	X	X	X	X	X	X	X	X	X

## Authority Levels Table continued

The table below shows the required authority levels for Remote Access functions having to do with remote programming and control of DMP Command Processor panels.

Menu Function	Authority Levels								
Program Menu	1	2	3	4	5	6	7	8	9
Communication							X	X	X
Device Setup							X	X	X
Remote Options							X	X	X
System Reports							X	X	X
System Options							X	X	X
Output Options							X	X	X
Menu Display							X	X	X
Status List							X	X	X
Printer Reports							X	X	X
Area Information							X	X	X
Loop Information							X	X	X
Holiday Dates					X	X	X	X	X
Schedules					X	X	X	X	X
User Codes						X	X	X	X
Access Codes							X	X	X
<b>Command Menu</b>									
Arm/Disarm					X	X	X	X	X
Alarm Silence					X	X	X	X	X
Sensor Reset					X	X	X	X	X
Door Access					X	X	X	X	X
Outputs On/Off					X	X	X	X	X
Loop Bypass/Reset					X	X	X	X	X
Set Time and Date					X	X	X	X	X
Send Message					X	X	X	X	X
Diagnostics					X	X	X	X	X
<b>Inquiry Menu</b>									
Loop Status					X	X	X	X	X
Output Status					X	X	X	X	X
System Status					X	X	X	X	X



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